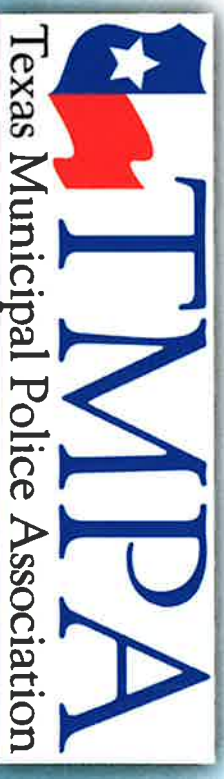


Tyler Police Department Management Study

Conducted by the Texas Municipal Police Association
June 6, 2019 – June 14, 2019



Details of the Survey

- Survey offered to 182 sworn officers of the Tyler Police Department (some refused to provide a contact email).
- 163 sworn officers participated, comprising 89%
- Survey administered by TMPA anonymously through SurveyMonkey.com



Details of the Survey

- The survey was comprised of 52 statements. Participants were asked to rate the statements based on the following scale:
 - Strongly Agree
 - Agree
 - No Opinion
 - Disagree
 - Strongly Disagree
- The statements are positive. Ideally, participants would all agree or strongly agree with all statements up to 100%.

Understanding the Results

Overall
Percentage

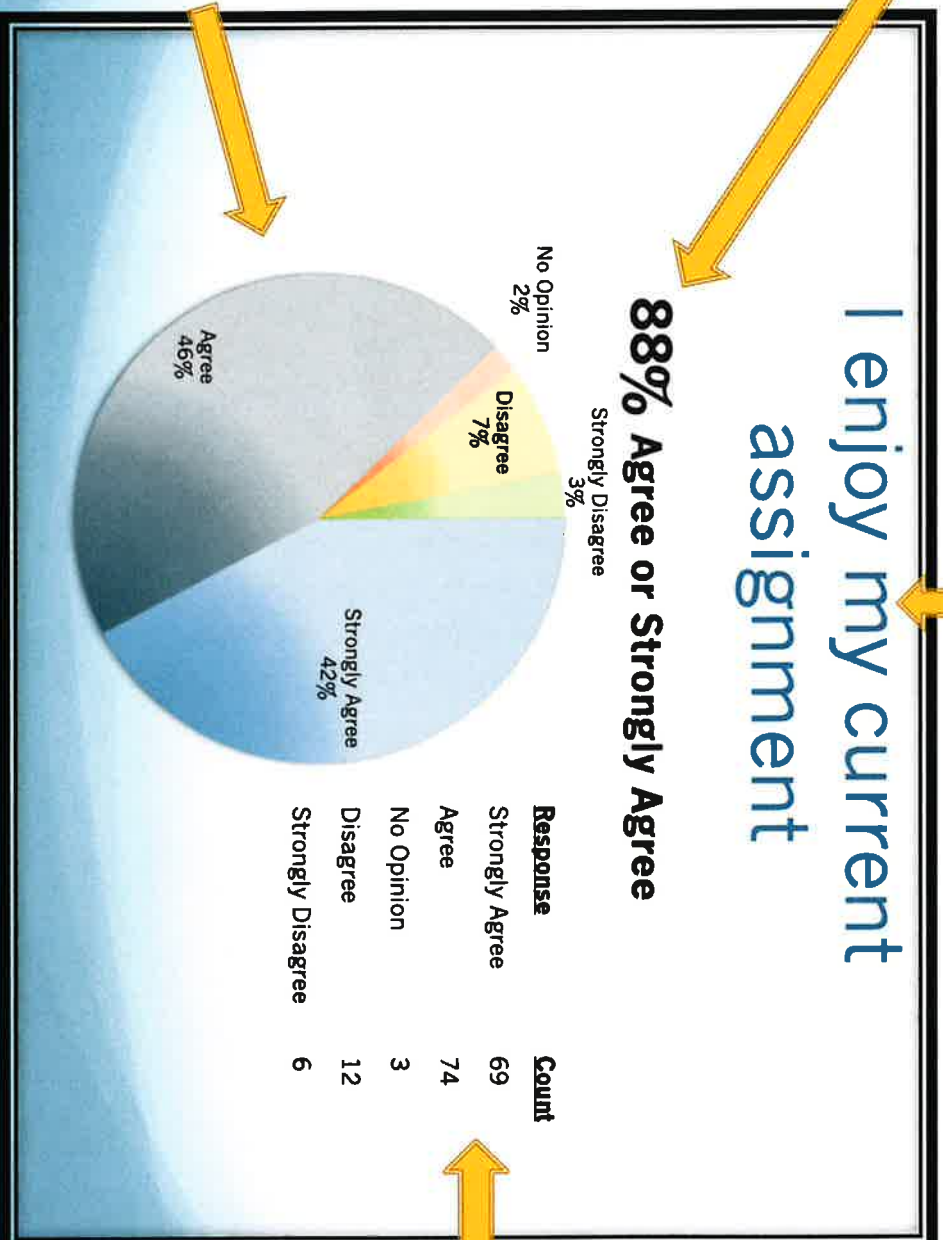
Agree/
Strongly
Agree;
100% is
Ideal

Survey Statement

I enjoy my current
assignment

88% Agree or Strongly Agree

Responses
Shown as
Percentage



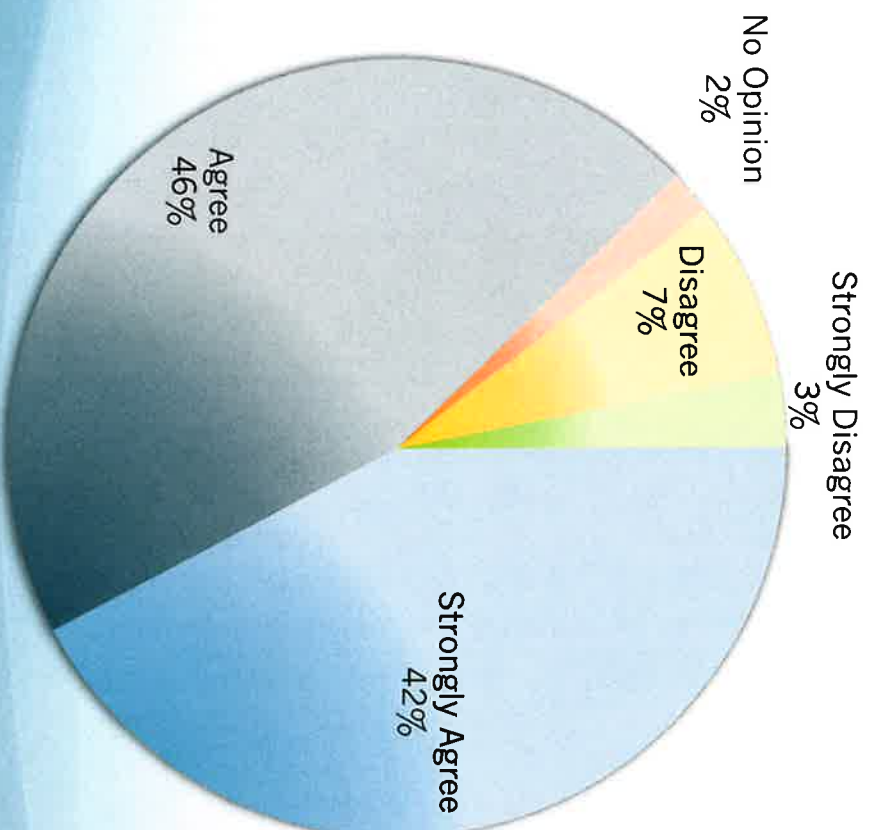
Response
Count

Survey of Generalized Working Conditions, Staffing, Equipment, Pay, Assignments and Training



I enjoy my current assignment

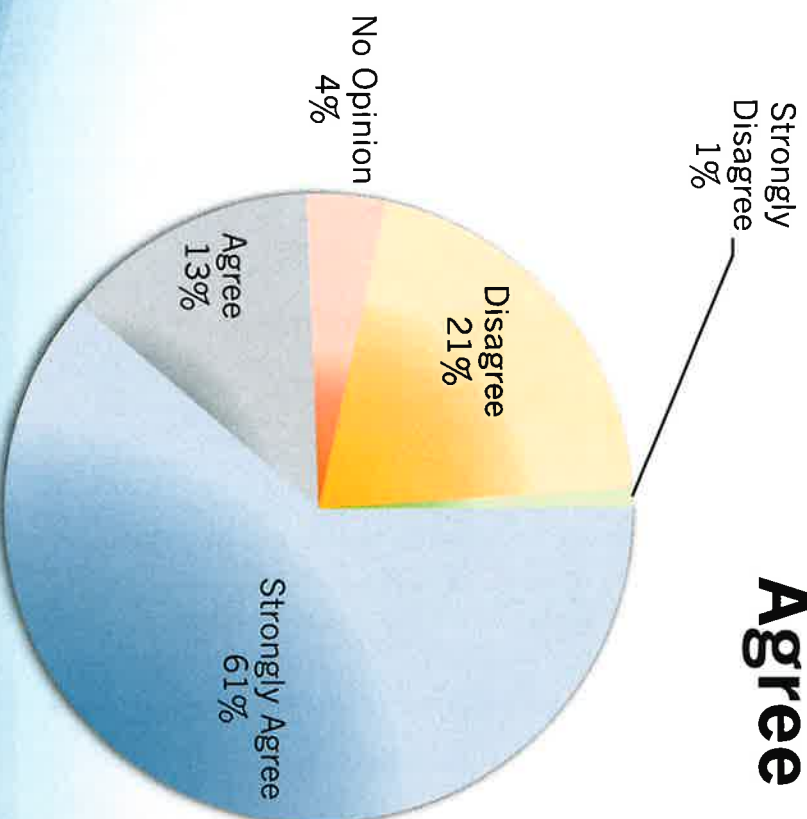
88% Agree or Strongly Agree



<u>Response</u>	<u>Count</u>
Strongly Agree	69
Agree	74
No Opinion	3
Disagree	12
Strongly Disagree	6

My Duty Days and Shifts are Reasonable

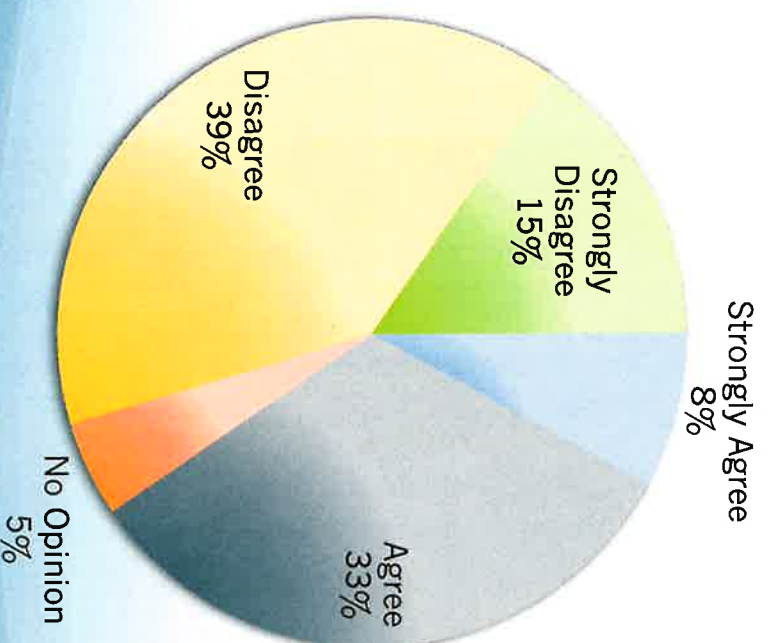
84% Agree or Strongly Agree



<u>Response</u>	<u>Count</u>
Strongly Agree	60
Agree	78
No Opinion	4
Disagree	20
Strongly Disagree	1

Officers Receive Fair and Competitive Compensation

**41% Agree or Strongly
Agree**



Response

Count

Strongly Agree 13

Agree 53

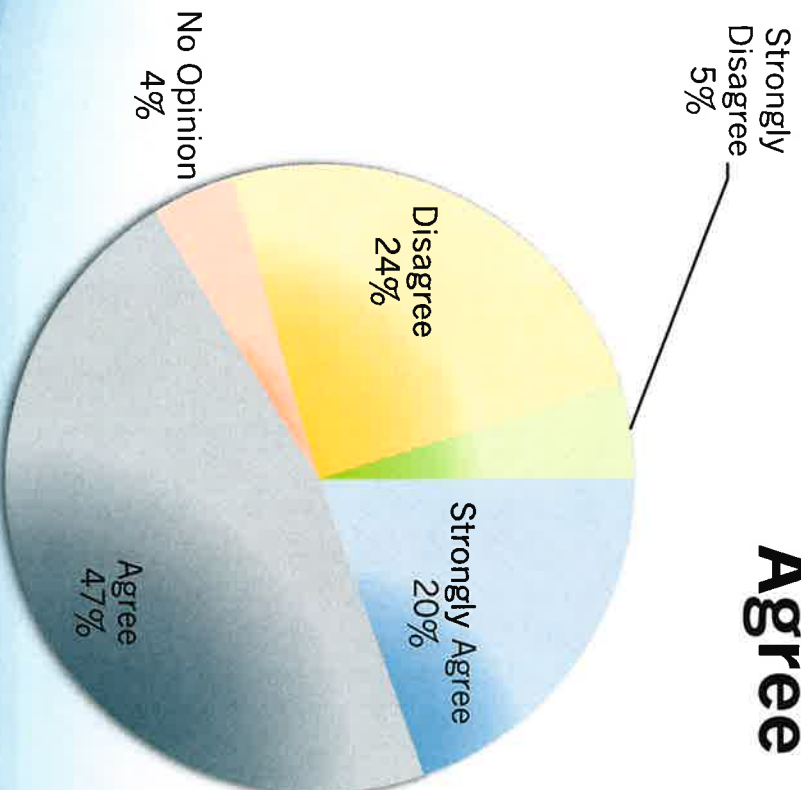
No Opinion 8

Disagree 64

Strongly Disagree 25

Officers Receive Adequate Equipment

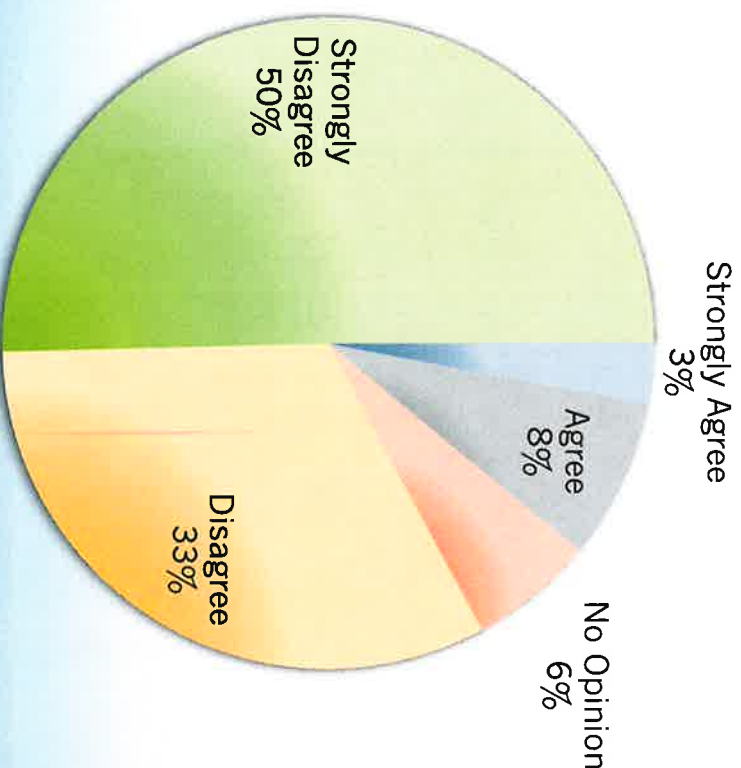
67% Agree or Strongly Agree



<u>Response</u>	<u>Count</u>
Strongly Agree	32
Agree	76
No Opinion	7
Disagree	40
Strongly Disagree	8

Patrol Division is Adequately Staffed

11% Agree or Strongly Agree



Strongly Agree
3%

Agree
8%

No Opinion
6%

Disagree
33%

Strongly Disagree
50%

Response

Count

Strongly Agree

5

Agree

13

No Opinion

10

Disagree

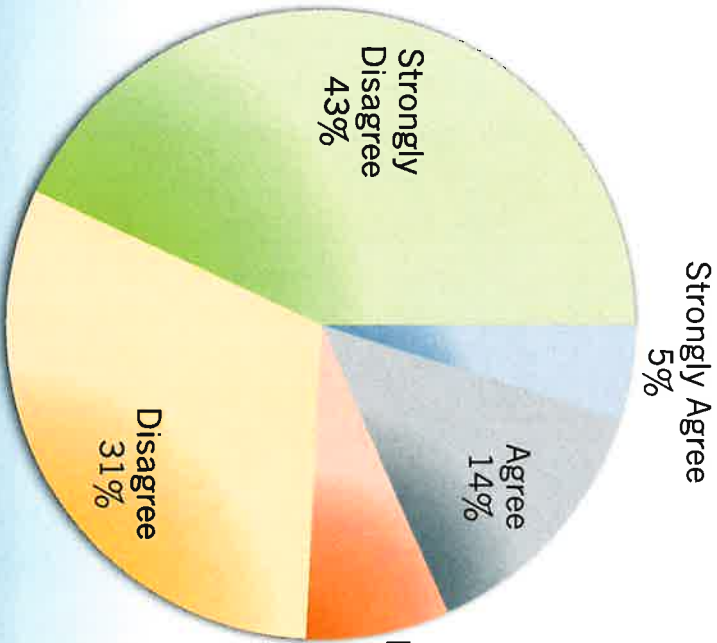
53

Strongly Disagree

82

Minimum Staffing Levels on Patrol are Appropriate to Ensure Safety for Employees

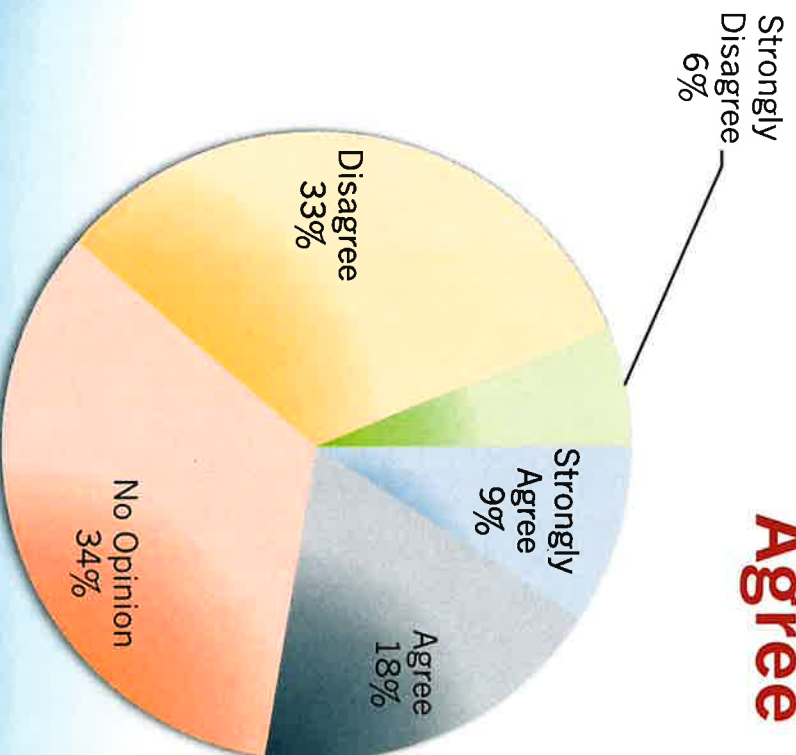
19% Agree or Strongly Agree



<u>Response</u>	<u>Count</u>
Strongly Agree	8
Agree	22
No Opinion	12
Disagree	51
Strongly Disagree	70

Investigations Division is Adequately Staffed

27% Agree or Strongly Agree



Response **Count**

Strongly Agree 15

Agree 30

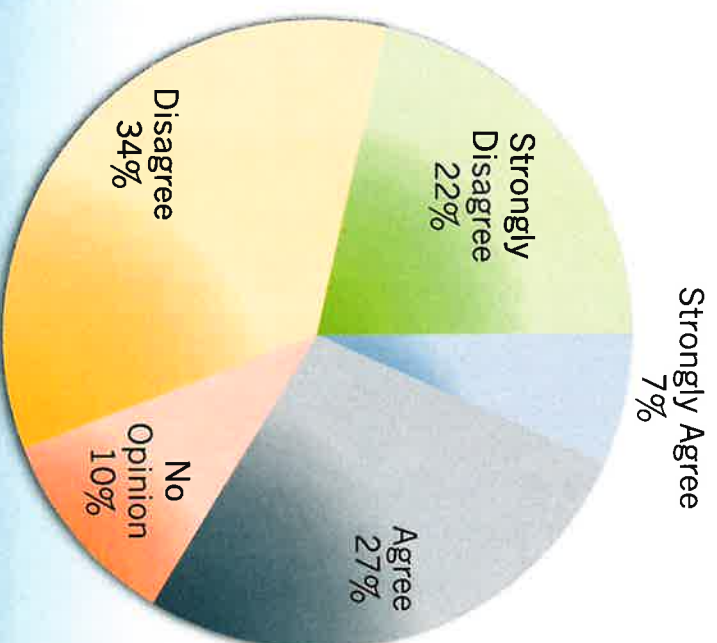
No Opinion 55

Disagree 53

Strongly Disagree 10

Officers are Treated Fairly and Equitably

34% Agree or Strongly Agree



Strongly Agree
7%

Response

Count

Strongly Agree

11

Agree

44

No Opinion

17

Disagree

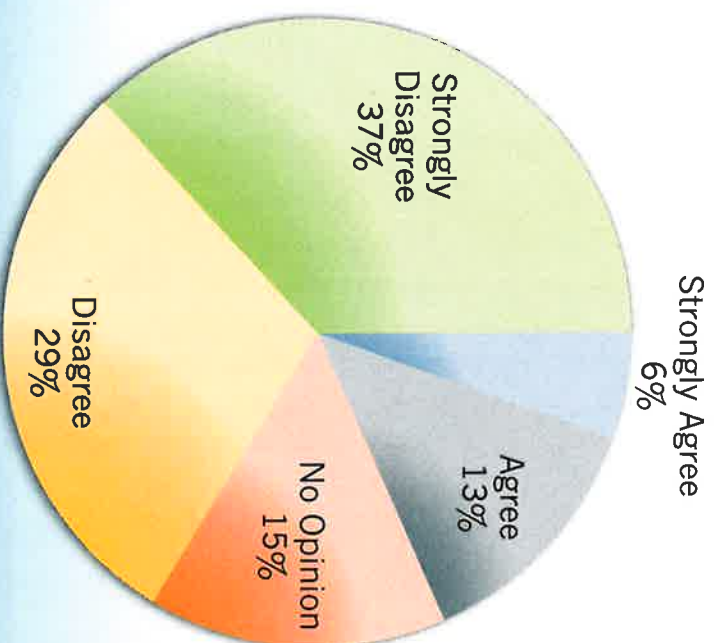
56

Strongly Disagree

35

PD Administration Supports Employee Input

19% Agree or Strongly Agree



Response

Count

Strongly Agree

9

Agree

21

No Opinion

25

Disagree

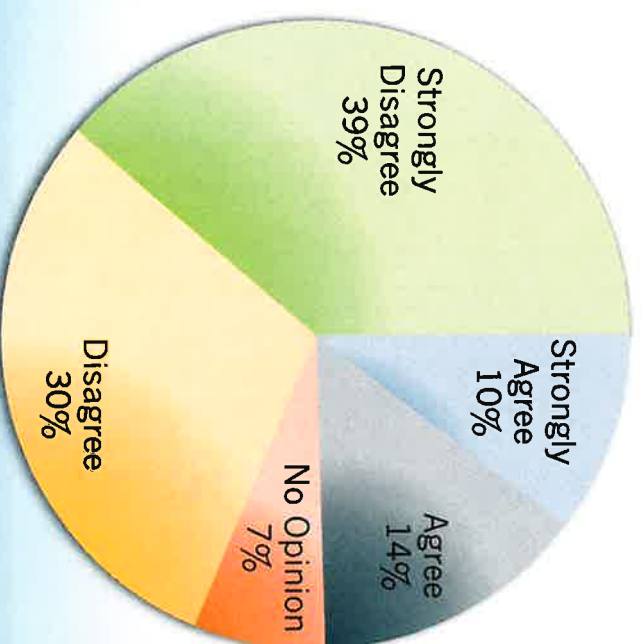
48

Strongly Disagree

60

I Have No Fear of Retaliation from
Administration for expressing my
opinion about concerns

24% Agree or Strongly Agree



Response Count

Strongly Agree 17

Agree 23

No Opinion 11

Disagree 49

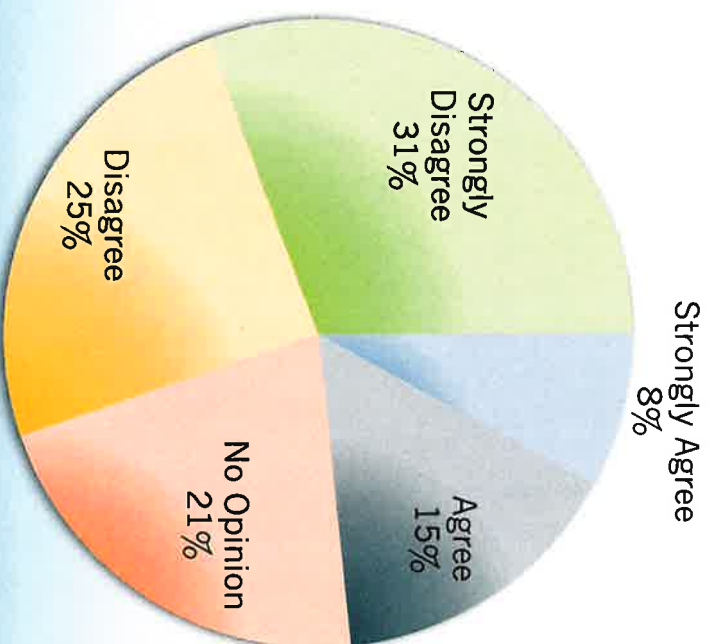
Strongly Disagree 63

Survey of Chief Toler's Leadership



Chief Toler is a good manager of employees

23% Agree or Strongly Agree



Response

Count

Strongly Agree 13

Agree 25

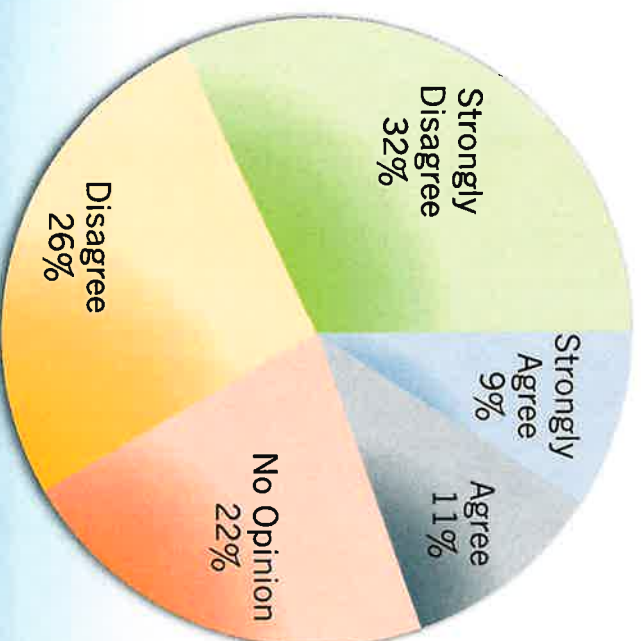
No Opinion 35

Disagree 40

Strongly Disagree 50

Chief Toler has made staffing decisions in the best interest of line level employees

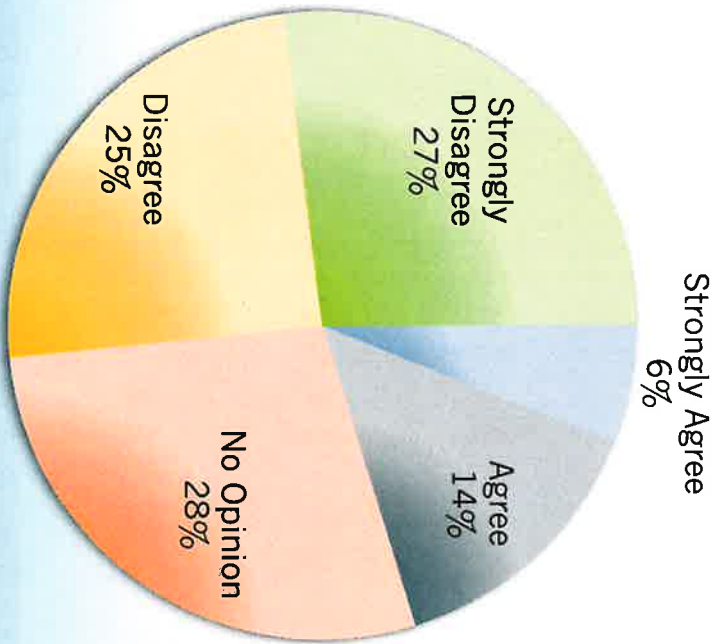
20% Agree or Strongly Agree



<u>Response</u>	<u>Count</u>
Strongly Agree	15
Agree	17
No Opinion	36
Disagree	43
Strongly Disagree	52

Chief Toler regularly attends meetings and briefings

20% Agree or Strongly Agree



Strongly Agree
6%

Response

Count

Strongly Agree

10

Agree

23

No Opinion

46

Disagree

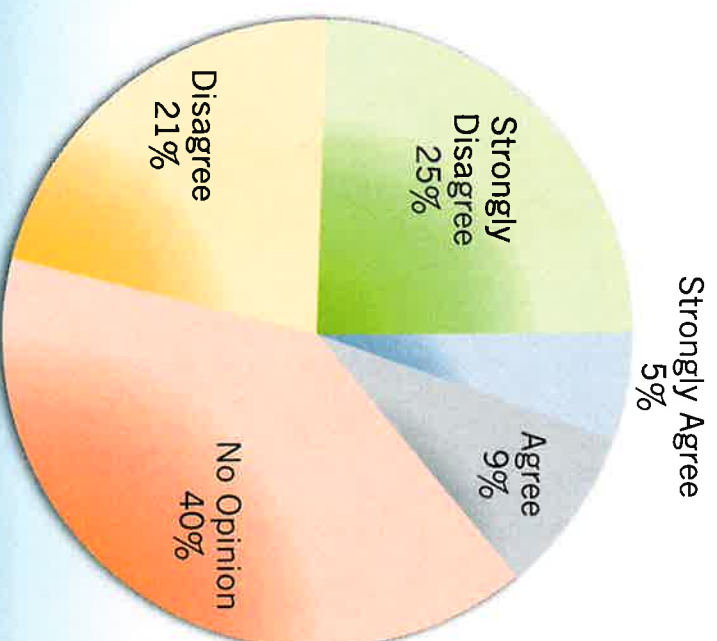
40

Strongly Disagree

44

Chief Toler supports Supervisor Level Employees

14% Agree or Strongly Agree



Strongly Agree
5%

Response

Count

Strongly Agree

9

Agree

14

No Opinion

65

Disagree

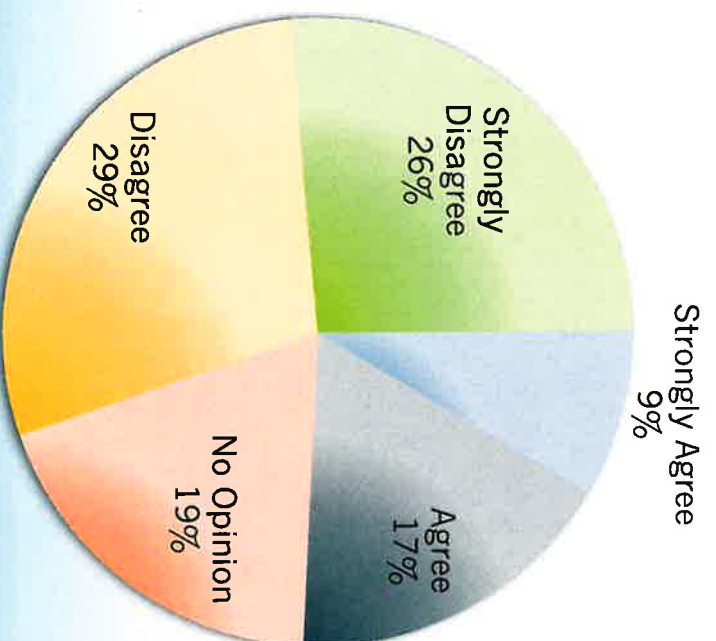
35

Strongly Disagree

40

Chief Toler supports line level employees

26% Agree or Strongly Agree



Strongly Agree
9%

Response

Count

Strongly Agree

14

Agree

28

No Opinion

31

Disagree

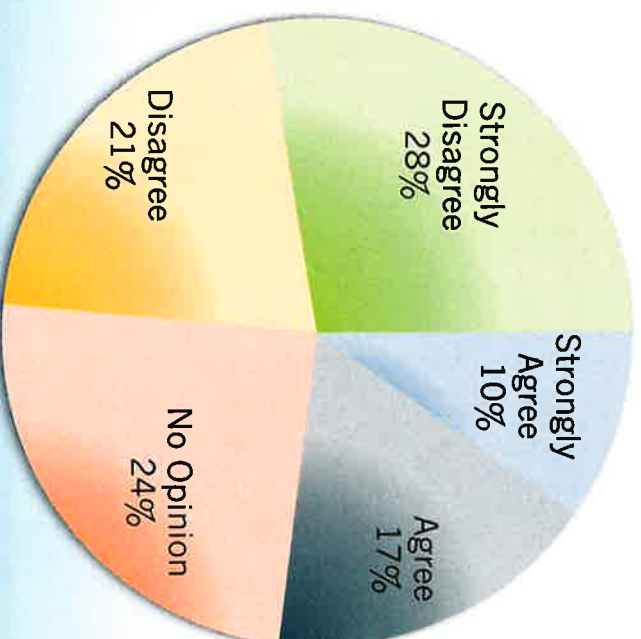
47

Strongly Disagree

43

Chief Toler is concerned about line level employees

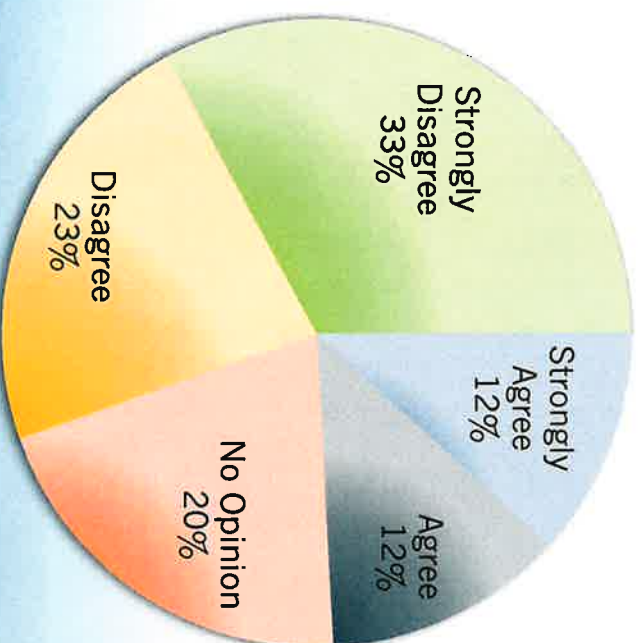
27% Agree or Strongly Agree



<u>Response</u>	<u>Count</u>
Strongly Agree	16
Agree	28
No Opinion	40
Disagree	34
Strongly Disagree	45

I have full confidence in **Chief Toler's** ability to lead to lead the department into the future

24% Agree or Strongly Agree



Response Count

Strongly Agree 19

Agree 20

No Opinion 33

Disagree 38

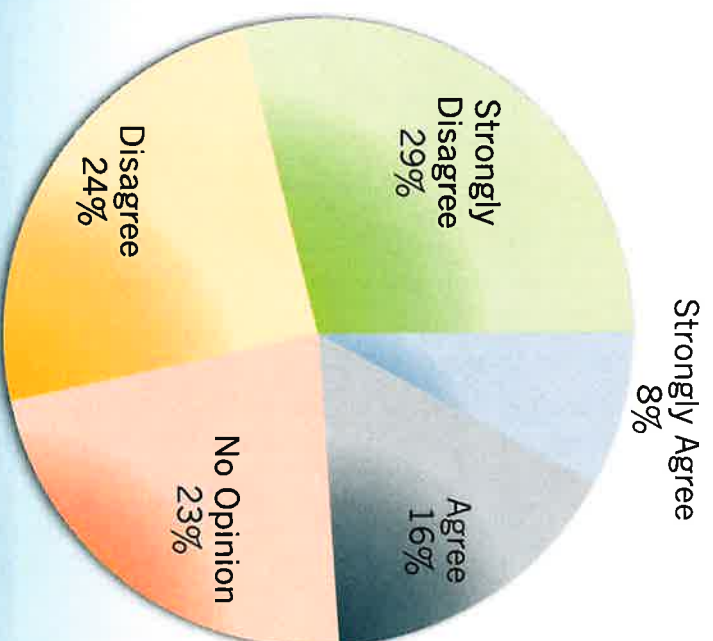
Strongly Disagree 53

Survey of Assistant Chief Jacks's Leadership



Asst. Chief Jacks is a good manager of employees

24% Agree or Strongly Agree



Strongly Agree
8%

Response

Count

Strongly Agree

13

Agree

26

No Opinion

37

Disagree

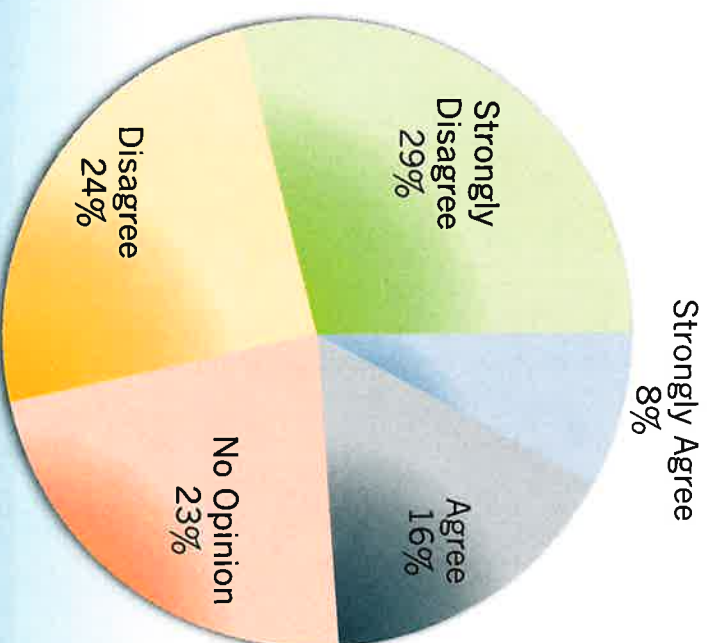
40

Strongly Disagree

47

Asst. Chief Jacks is a good manager of employees

24% Agree or Strongly Agree



Strongly Agree
8%

Response

Count

Strongly Agree

13

Agree

26

No Opinion

37

Disagree

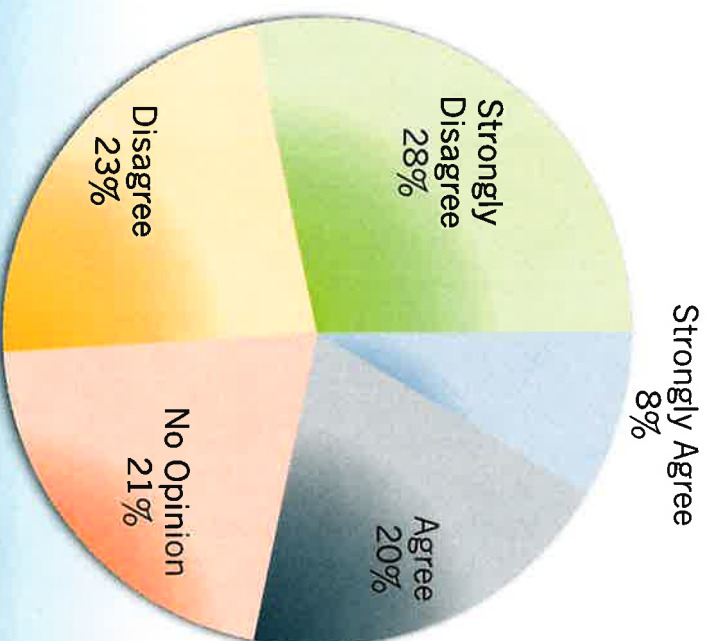
40

Strongly Disagree

47

Asst. Chief Jacks is concerned about line level employees

28% Agree or Strongly Agree



Response

Count

Strongly Agree 14

Agree 32

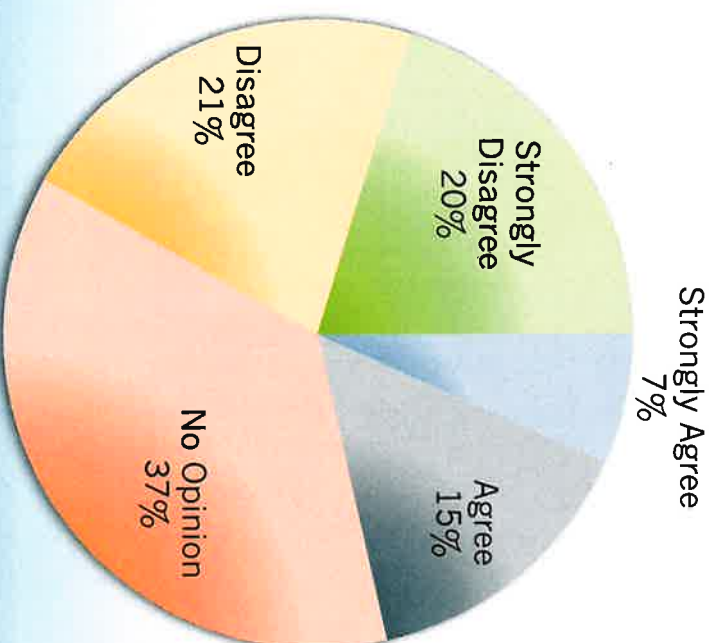
No Opinion 34

Disagree 37

Strongly Disagree 46

Asst. Chief Jacks regularly attends meetings and briefings

22% Agree or Strongly Agree



Response

Count

Strongly Agree

11

Agree

24

No Opinion

60

Disagree

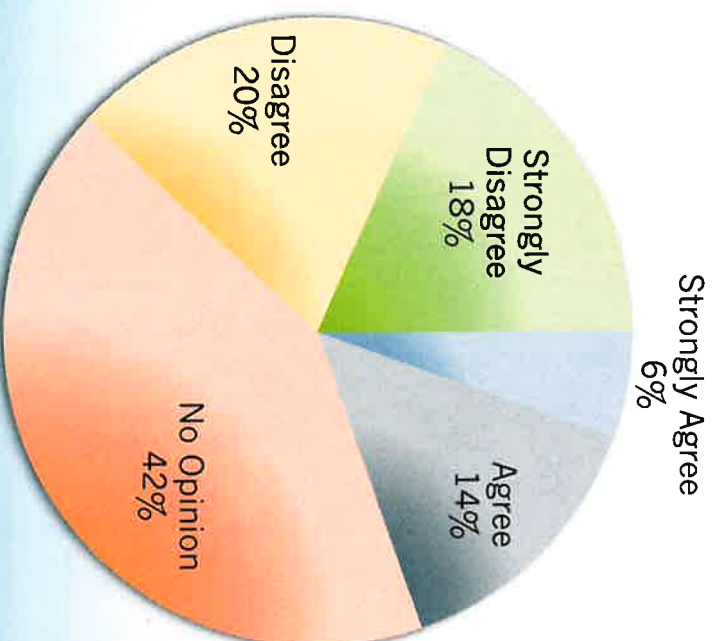
35

Strongly Disagree

33

Asst. Chief Jacks supports Supervisor Level Employees

20% Agree or Strongly Agree



Strongly Agree
6%

Response

Count

Strongly Agree

9

Agree

23

No Opinion

69

Disagree

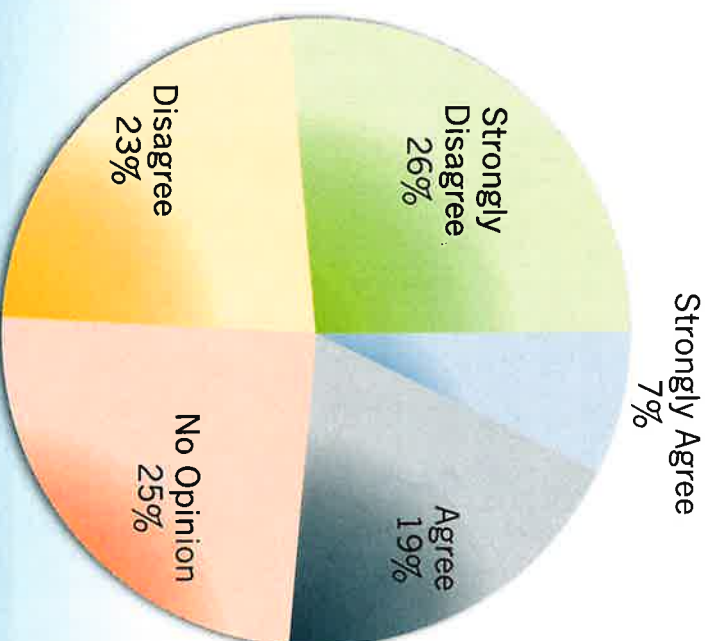
32

Strongly Disagree

30

Asst. Chief Jacks supports line level employees

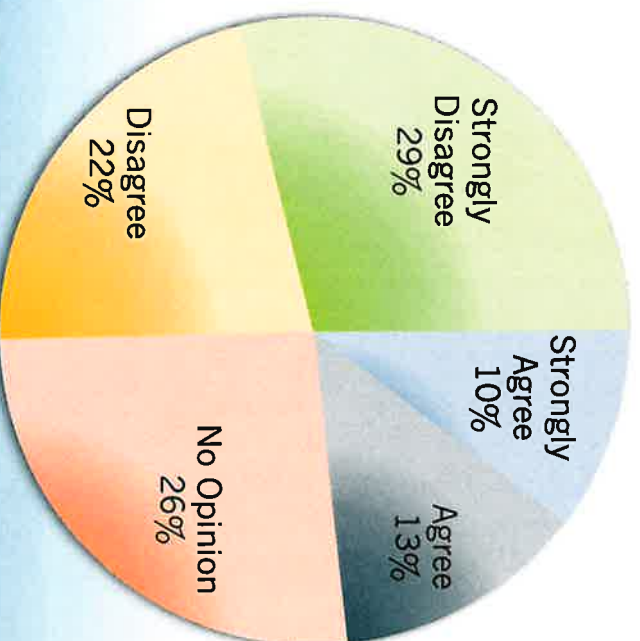
26% Agree or Strongly Agree



<u>Response</u>	<u>Count</u>
Strongly Agree	12
Agree	31
No Opinion	40
Disagree	37
Strongly Disagree	43

I have full confidence in **Asst. Chief Jacks's** ability to lead to lead the department into the future

23% Agree or Strongly Agree



Response Count

Strongly Agree 17

Agree 21

No Opinion 43

Disagree 35

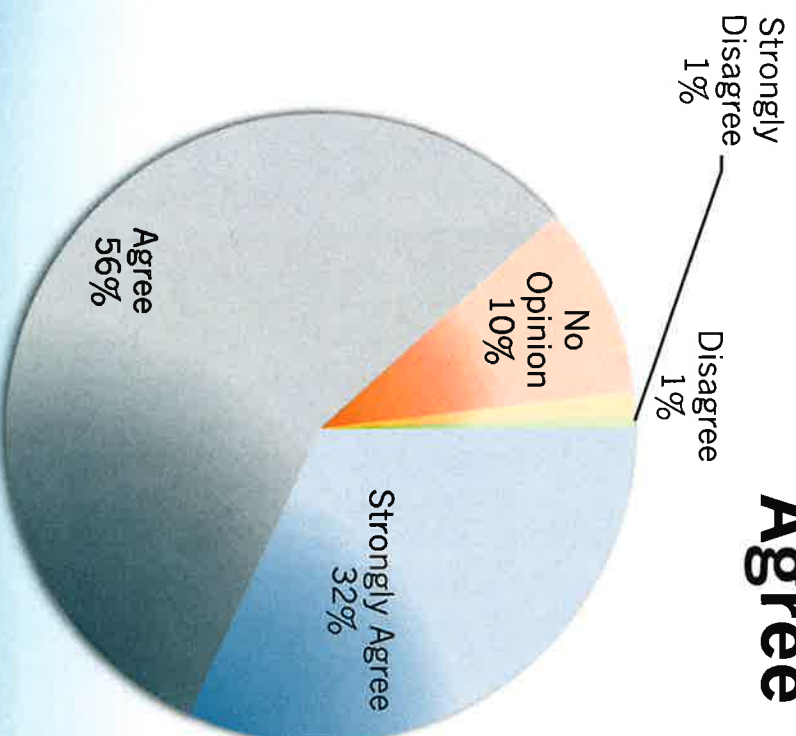
Strongly Disagree 47

Survey of Assistant Chief Long's Leadership



Asst. Chief Long is a good manager of employees

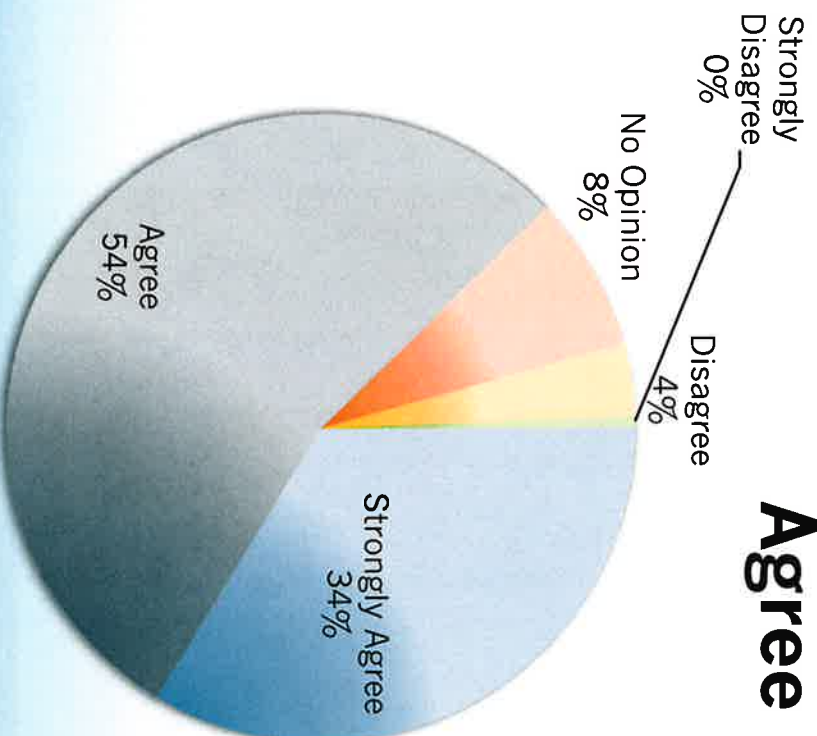
88% Agree or Strongly Agree



<u>Response</u>	<u>Count</u>
Strongly Agree	52
Agree	92
No Opinion	16
Disagree	2
Strongly Disagree	1

Asst. Chief Long is concerned about line level employees

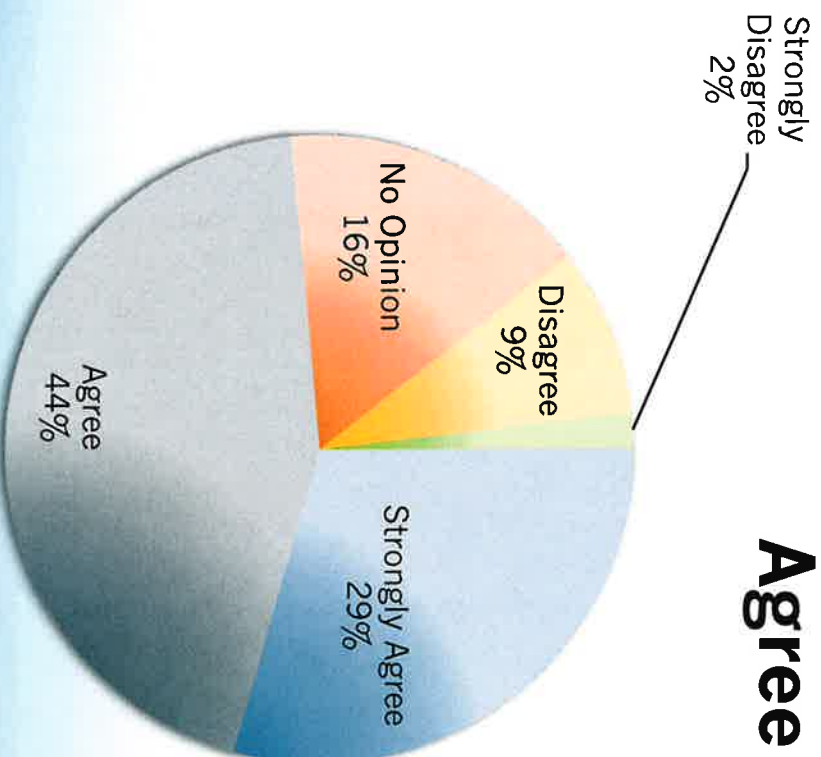
88% Agree or Strongly Agree



<u>Response</u>	<u>Count</u>
Strongly Agree	55
Agree	88
No Opinion	13
Disagree	6
Strongly Disagree	1

Asst. Chief Long regularly attends meetings and briefings

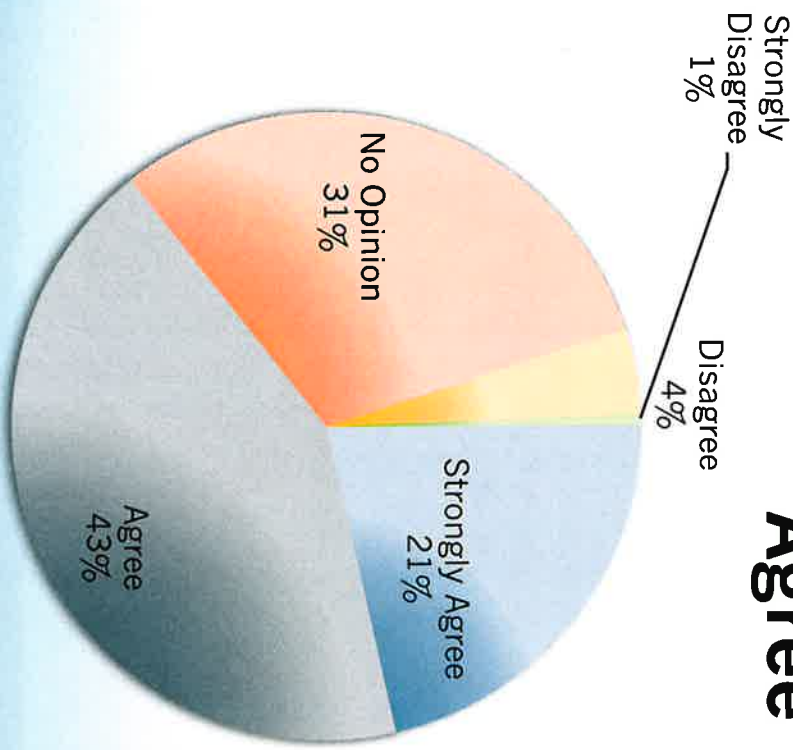
73% Agree or Strongly Agree



<u>Response</u>	<u>Count</u>
Strongly Agree	48
Agree	72
No Opinion	26
Disagree	14
Strongly Disagree	3

Asst. Chief Long supports Supervisor Level Employees

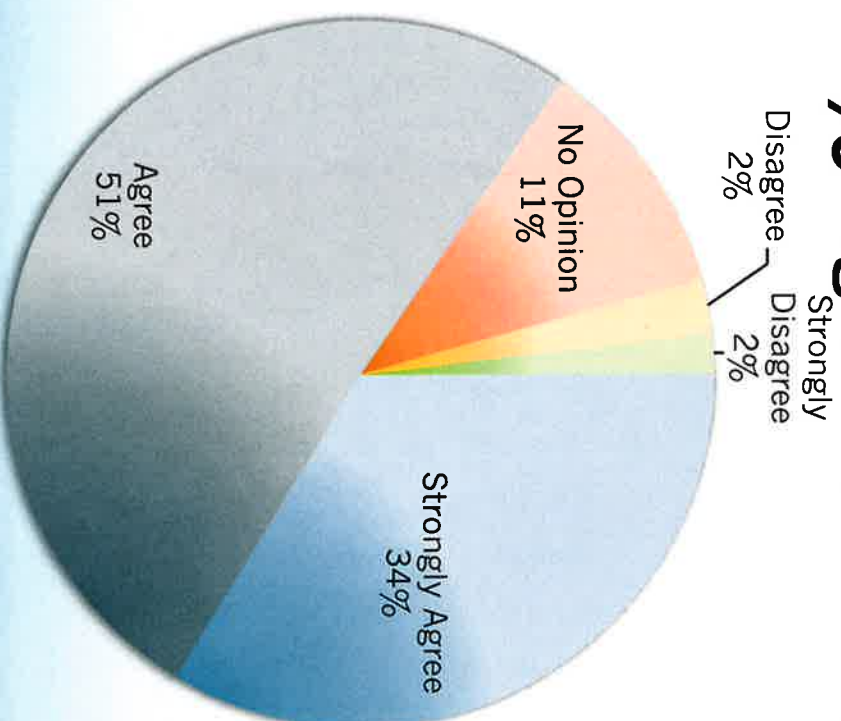
66% Agree or Strongly Agree



<u>Response</u>	<u>Count</u>
Strongly Agree	35
Agree	70
No Opinion	50
Disagree	7
Strongly Disagree	1

Asst. Chief Long supports line level employees

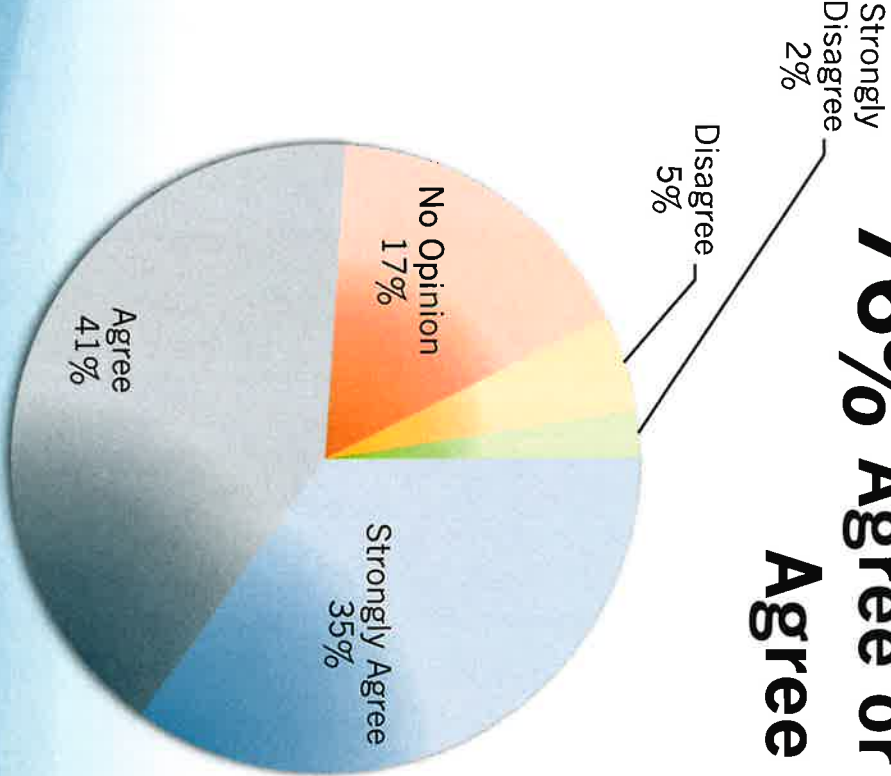
84% Agree or Strongly Agree



<u>Response</u>	<u>Count</u>
Strongly Agree	55
Agree	83
No Opinion	18
Disagree	4
Strongly Disagree	3

I have full confidence in **Asst. Chief Long's** ability to lead the department into the future

76% Agree or Strongly Agree



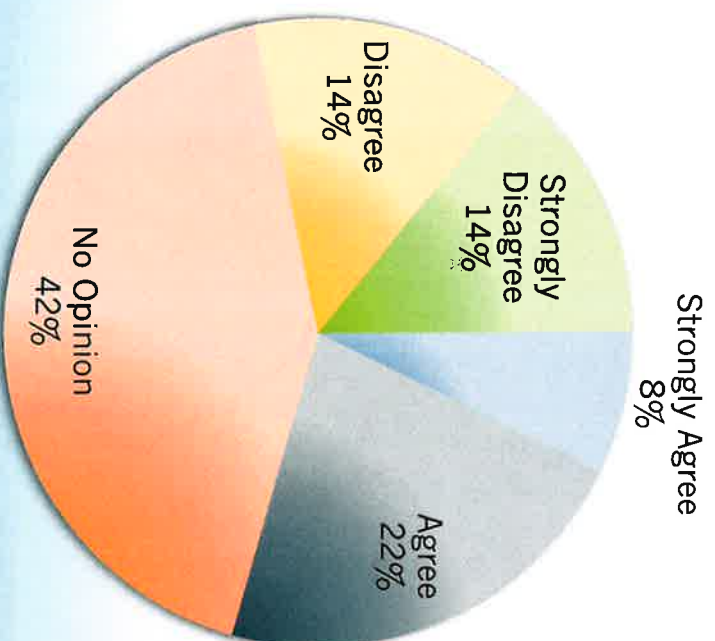
<u>Response</u>	<u>Count</u>
Strongly Agree	57
Agree	67
No Opinion	27
Disagree	8
Strongly Disagree	4

Survey of Assistant Chief Yates's Leadership



Asst. Chief Yates is a good manager of employees

30% Agree or Strongly Agree



Strongly Agree
8%

Response

Count

Strongly Agree

12

Agree

36

No Opinion

69

Disagree

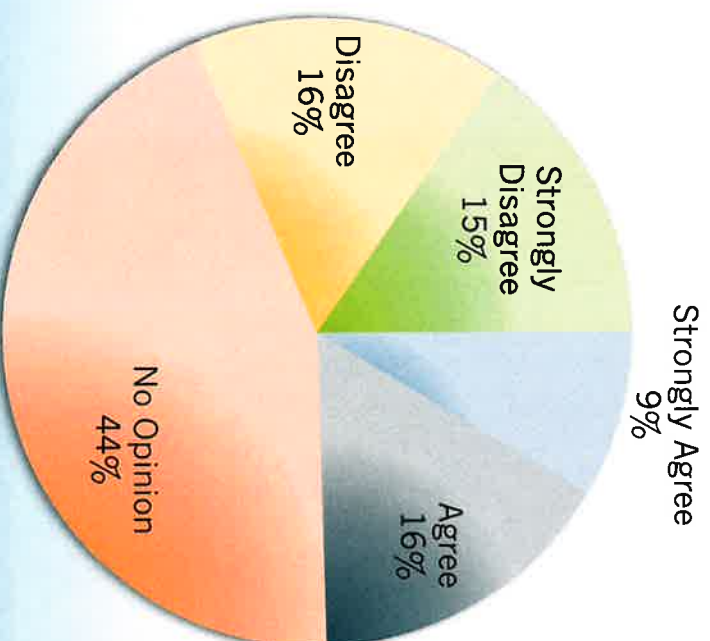
23

Strongly Disagree

23

Asst. Chief Yates is concerned about line level employees

25% Agree or Strongly Agree



Response

Count

Strongly Agree 14

Agree 26

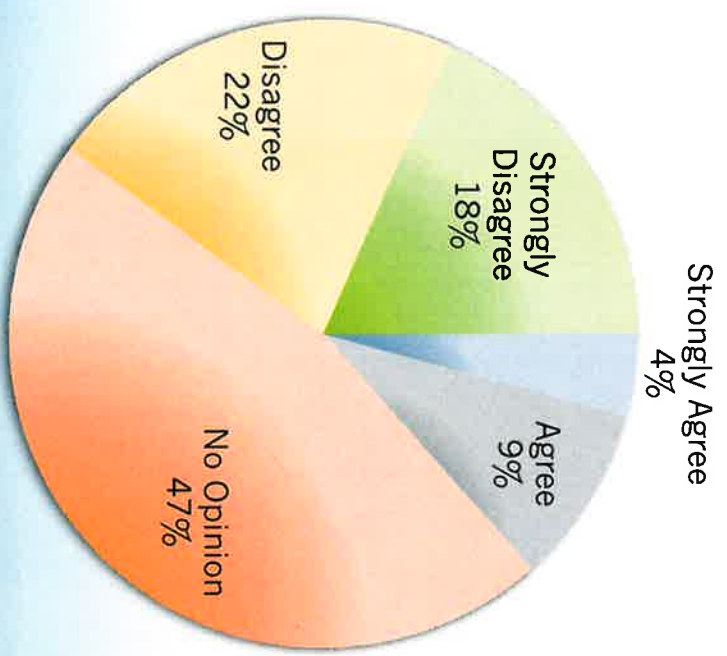
No Opinion 72

Disagree 26

Strongly Disagree 25

Asst. Chief Yates regularly attends meetings and briefings

13% Agree or Strongly Agree



Response Count

Strongly Agree 7

Agree 15

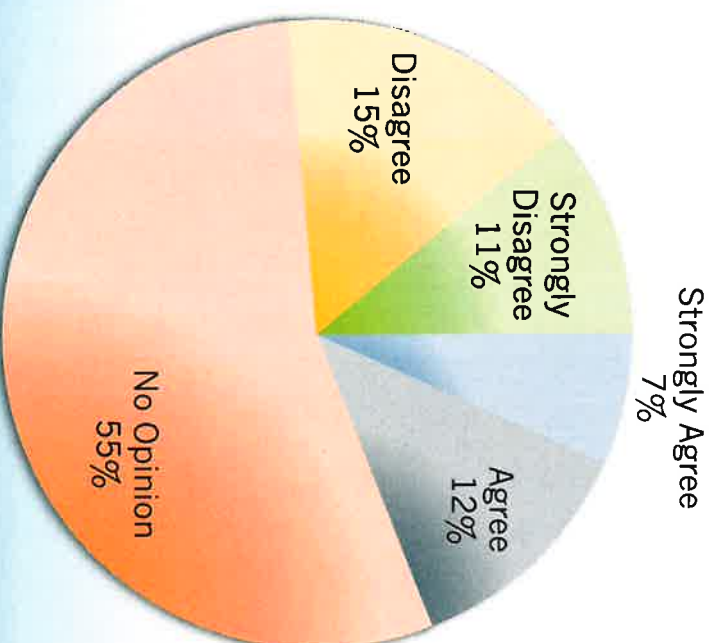
No Opinion 76

Disagree 35

Strongly Disagree 30

Asst. Chief Yates supports Supervisor Level Employees

19% Agree or Strongly Agree



Response **Count**

Strongly Agree 11

Agree 20

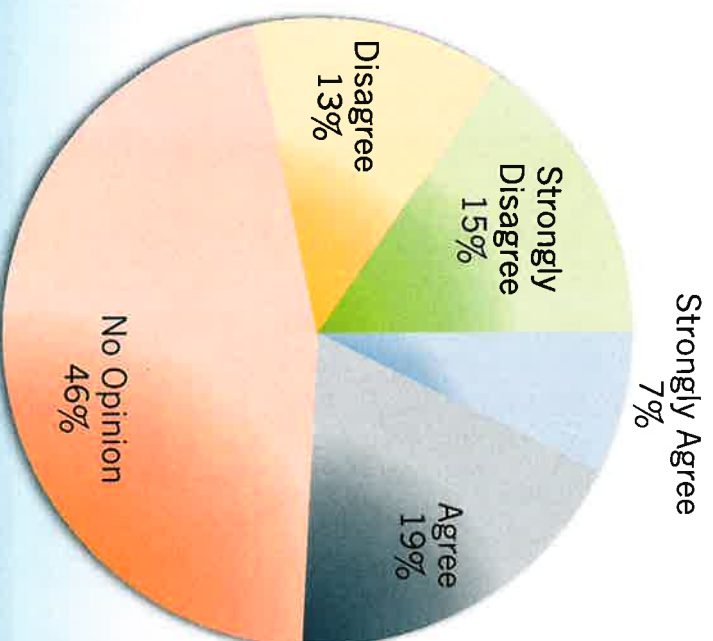
No Opinion 89

Disagree 25

Strongly Disagree 18

Asst. Chief Yates supports line level employees

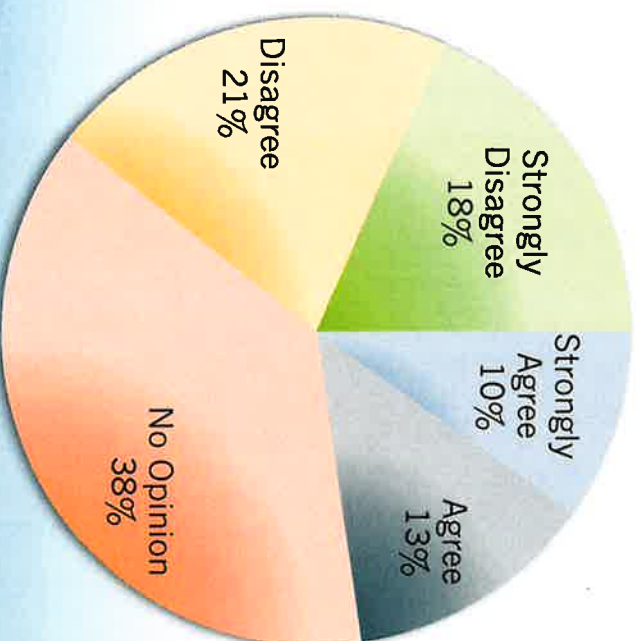
26% Agree or Strongly Agree



<u>Response</u>	<u>Count</u>
Strongly Agree	12
Agree	30
No Opinion	75
Disagree	21
Strongly Disagree	25

I have full confidence in **Asst. Chief Yates'** ability to lead to lead the department into the future

23% Agree or Strongly Agree



<u>Response</u>	<u>Count</u>
-----------------	--------------

Strongly Agree	16
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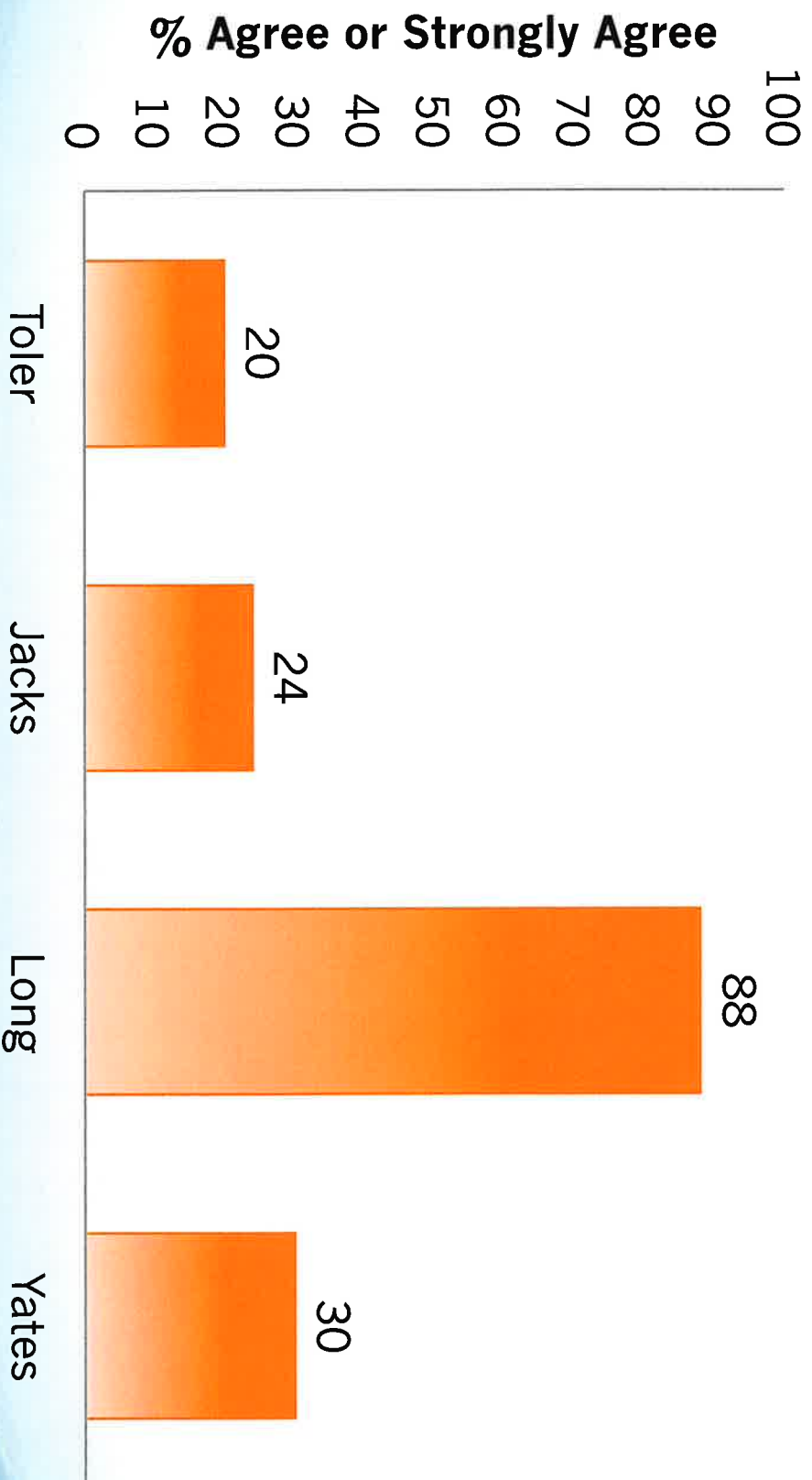
Agree	21
-------	----

No Opinion	62
------------	----

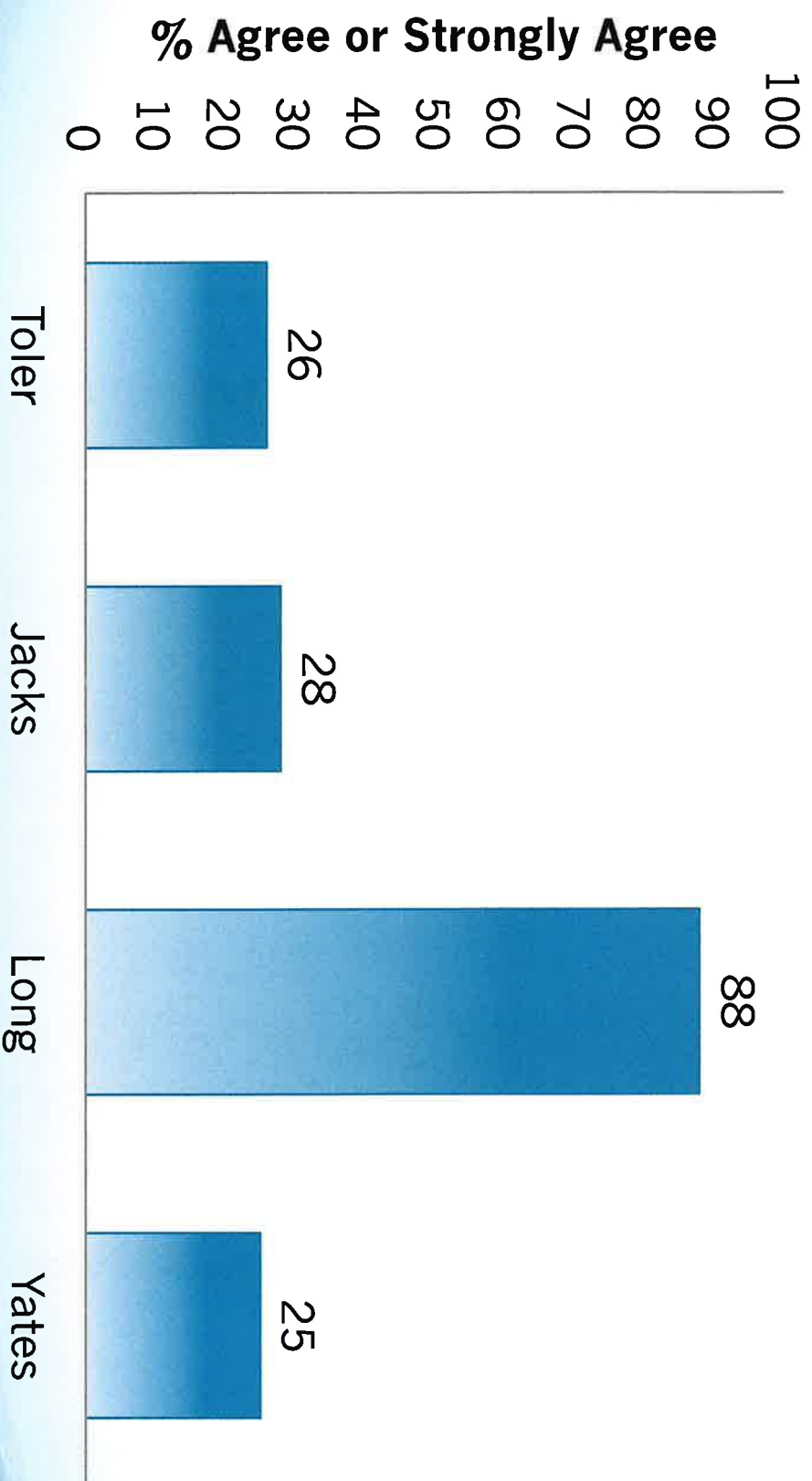
Disagree	34
----------	----

Strongly Disagree	30
-------------------	----

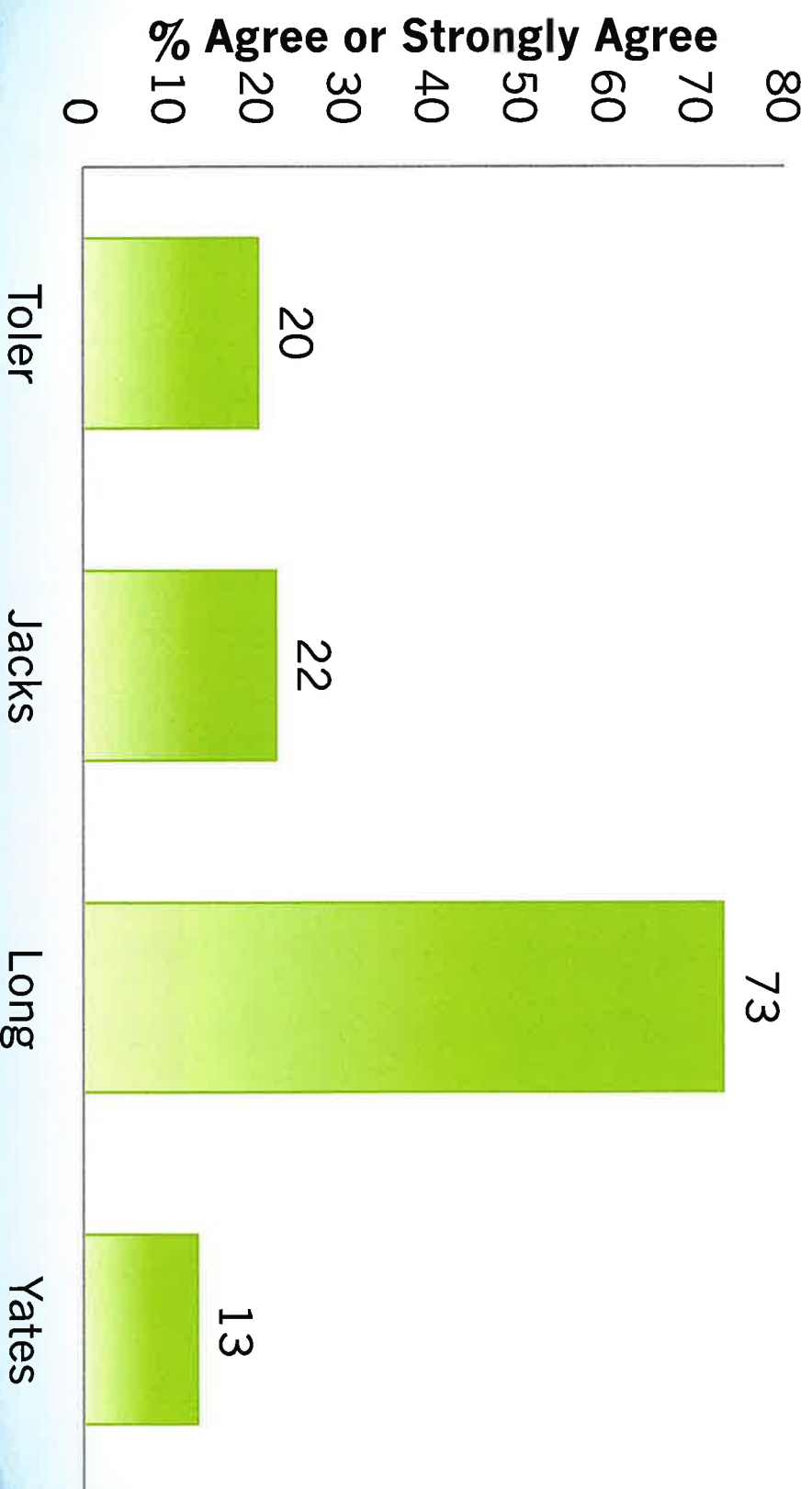
Chief Comparison: Good Manager of Employees



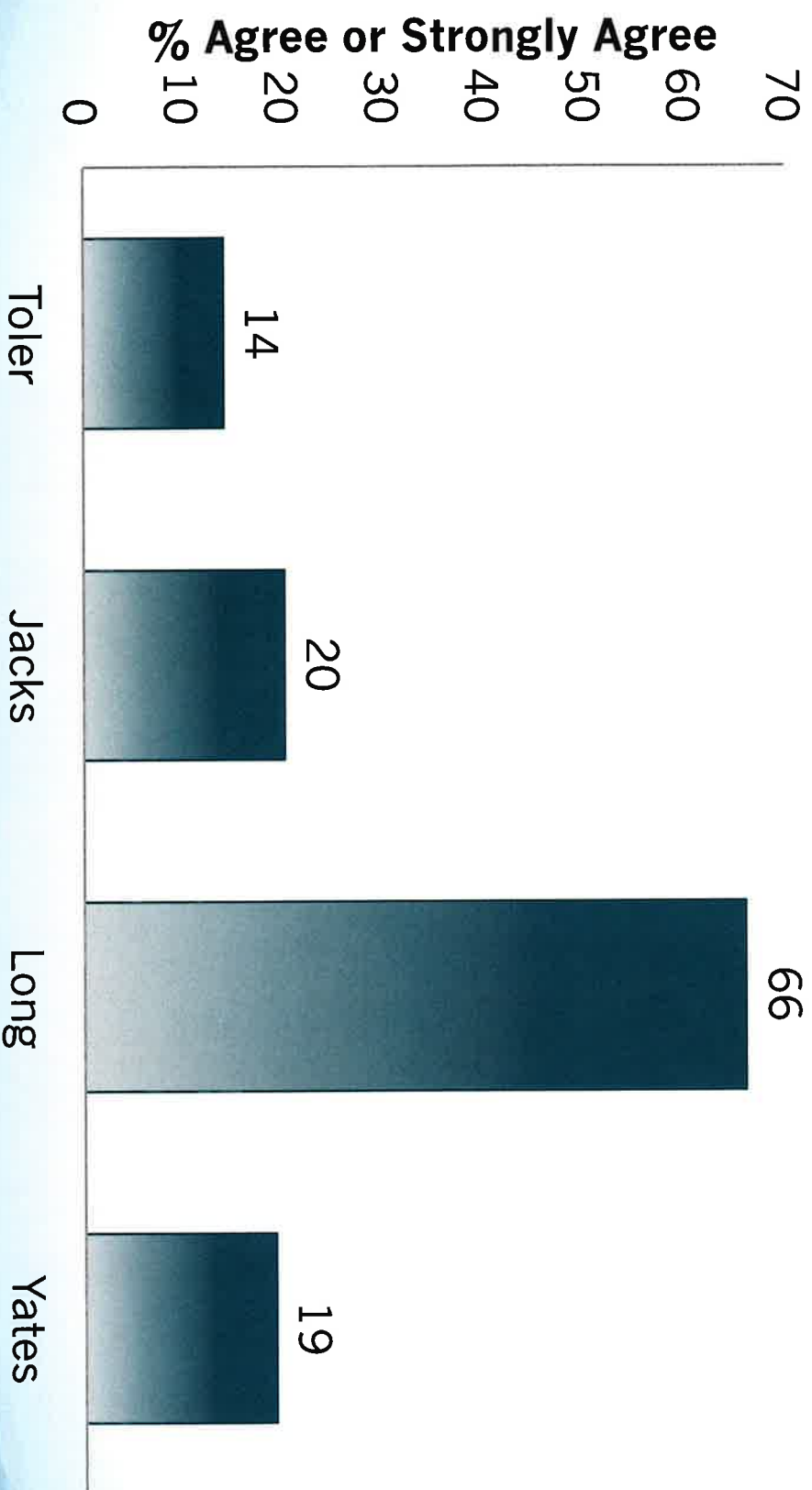
Chief Comparison: Concerned about Line Level Employees



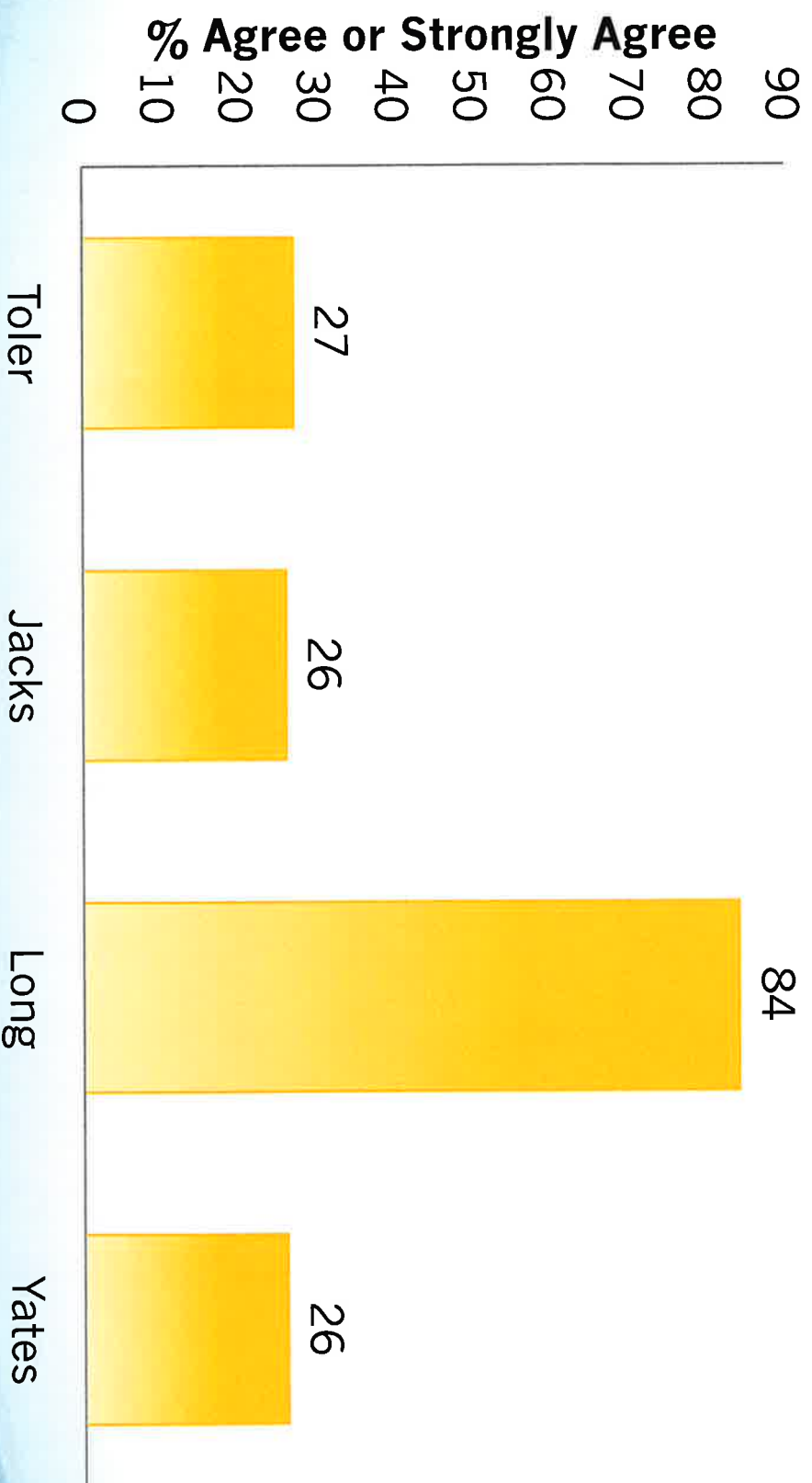
Chief Comparison: Regularly Attends Meetings/Briefings



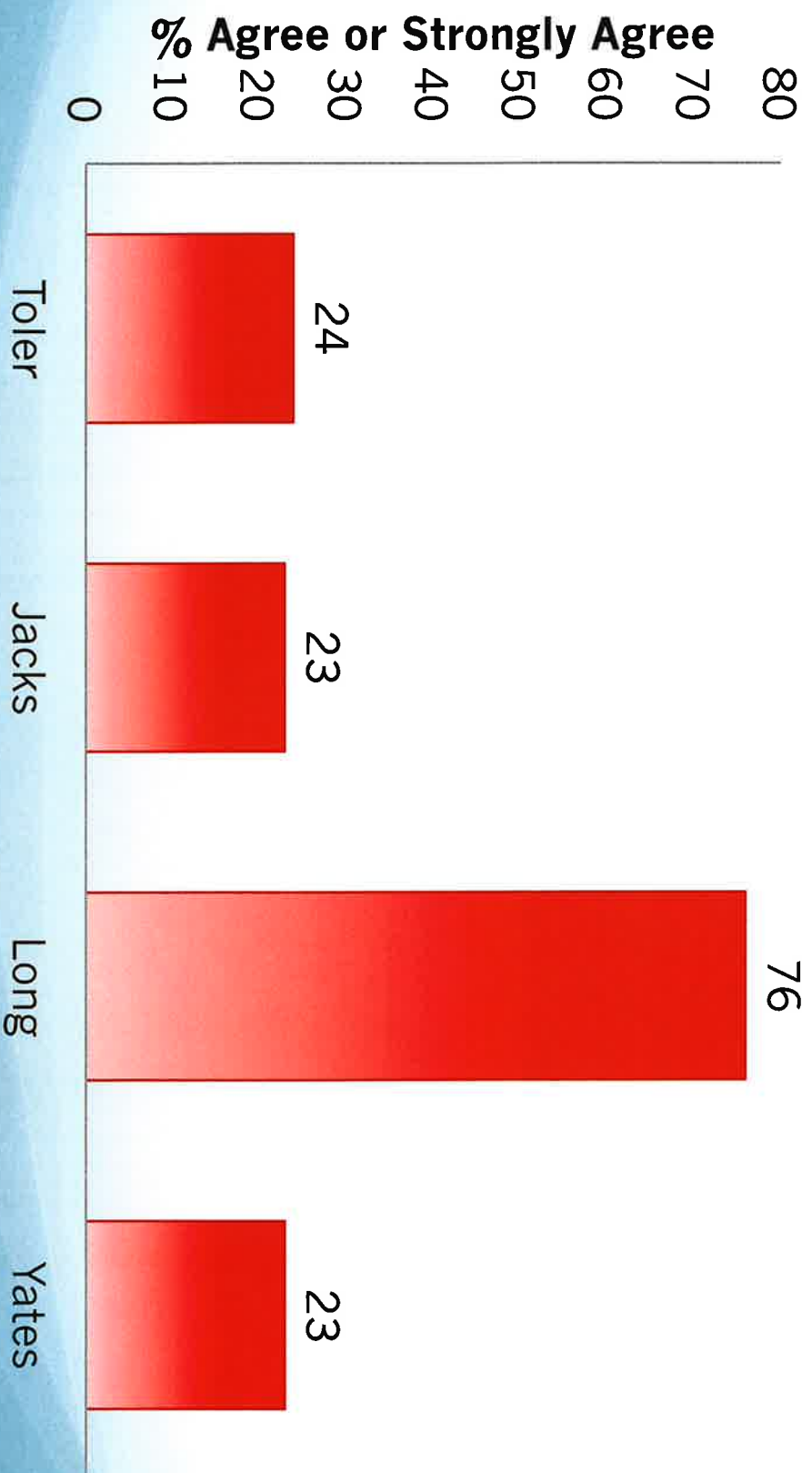
Chief Comparison: Supports Supervisor Level Employees



Chief Comparison: Supports Line Level Employees



Chief Comparison: Confidence in Ability to Lead the Department into the Future

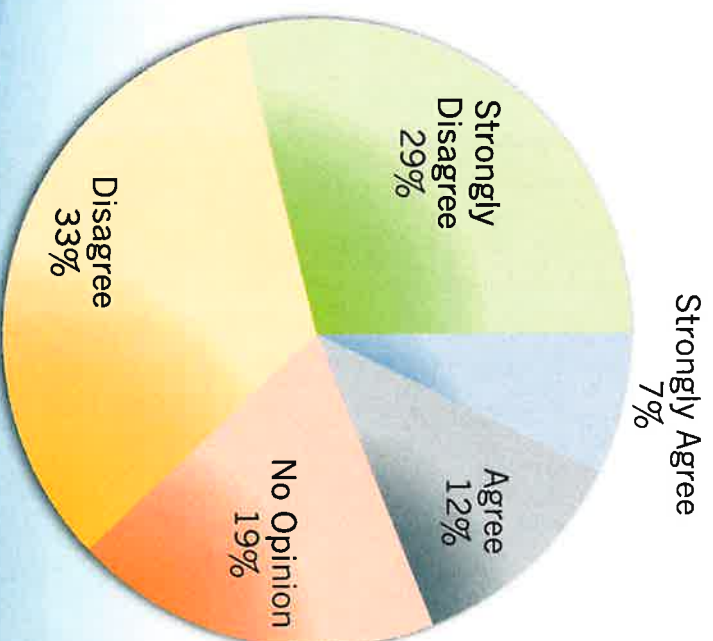


Survey of Morale, Role Specific Training, Leadership and Communication



My Opinions and Suggestions are Valued and Given Fair Consideration by the Administration

19% Agree or Strongly Agree



Response **Count**

Strongly Agree 12

Agree 19

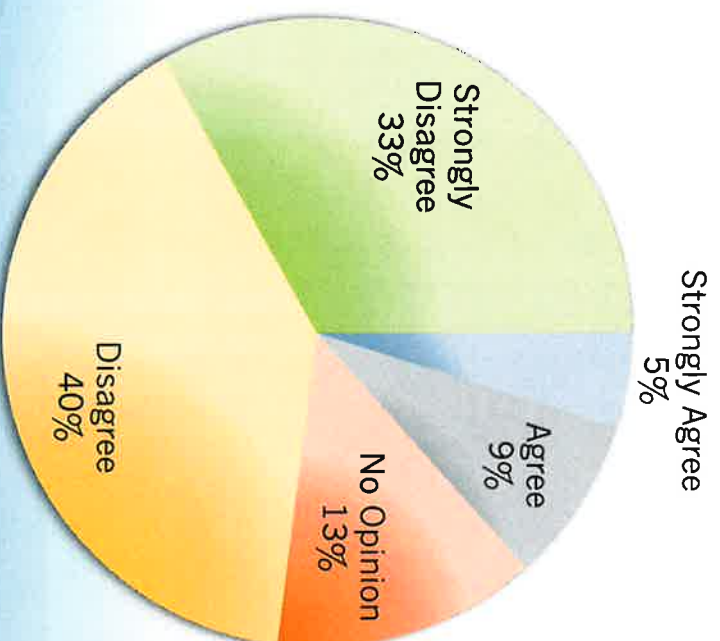
No Opinion 31

Disagree 54

Strongly Disagree 47

Communication up and down the
chain of command has improved over
the past year

14% Agree or Strongly Agree



Response **Count**

Strongly Agree 8

Agree 14

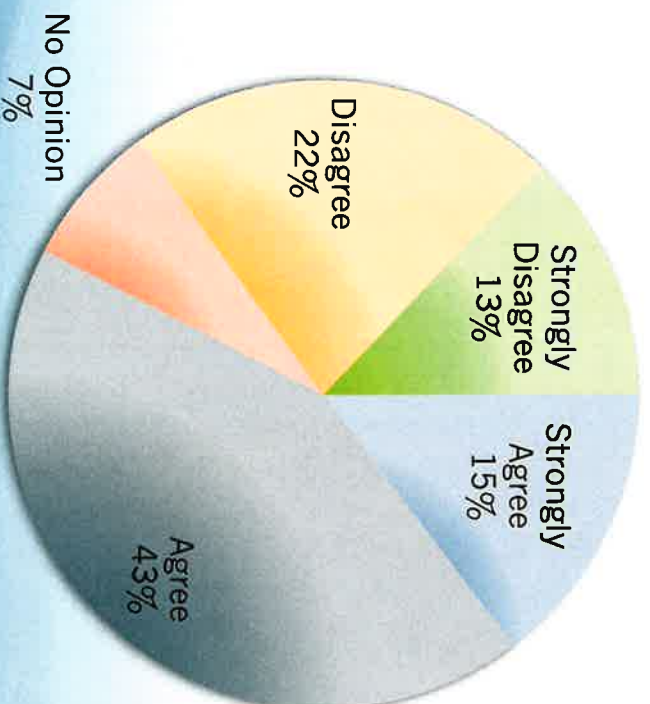
No Opinion 22

Disagree 65

Strongly Disagree 54

I receive adequate training related to my current assignment

58% Agree or Strongly Agree



<u>Response</u>	<u>Count</u>
-----------------	--------------

Strongly Agree	24
----------------	----

Agree	70
-------	----

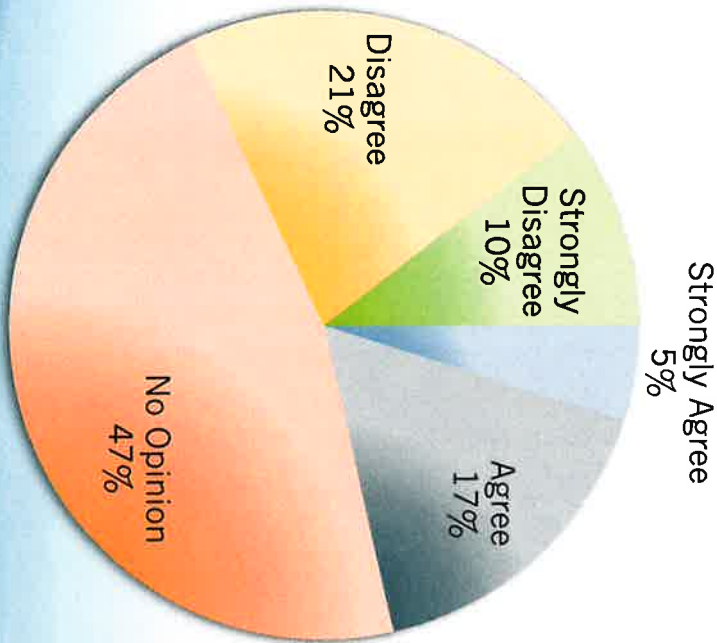
No Opinion	12
------------	----

Disagree	36
----------	----

Strongly Disagree	21
-------------------	----

Sergeants receive adequate supervisory and leadership training

23% Agree or Strongly Agree



Response Count

Strongly Agree 8

Agree 27

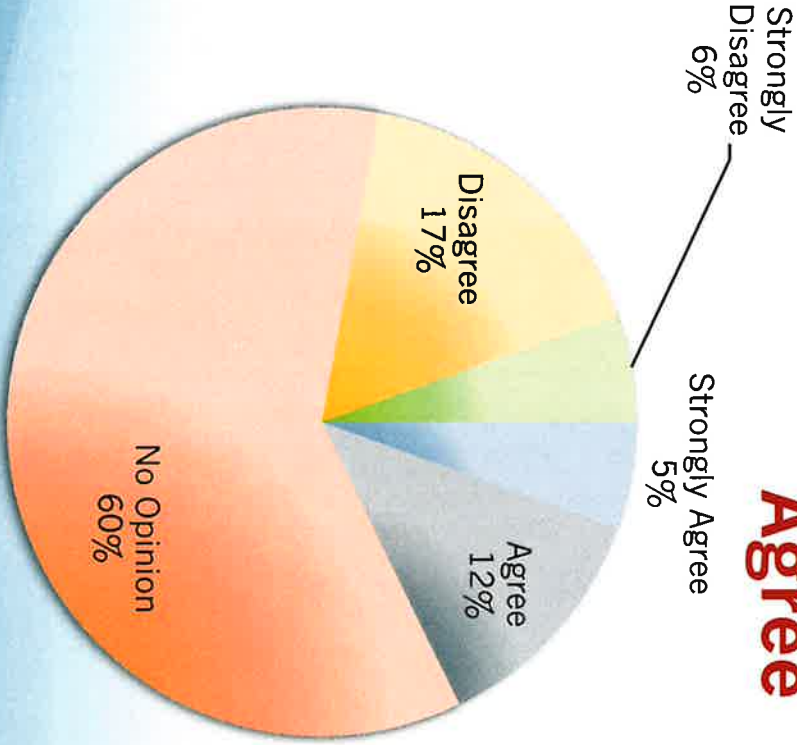
No Opinion 76

Disagree 35

Strongly Disagree 17

Lieutenants receive adequate supervisory and leadership training

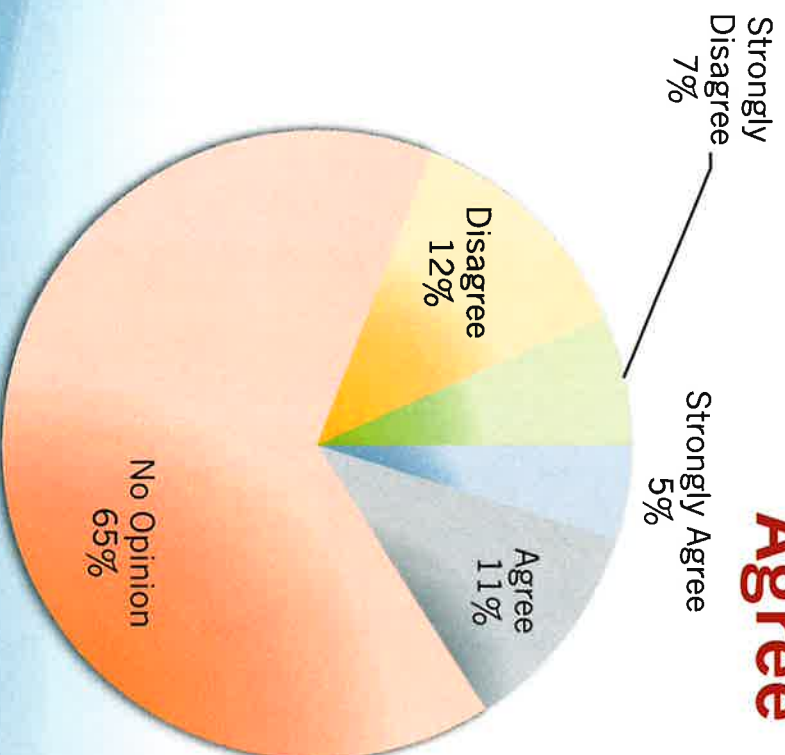
19% Agree or Strongly Agree



<u>Response</u>	<u>Count</u>
Strongly Agree	9
Agree	20
No Opinion	98
Disagree	27
Strongly Disagree	9

Assistant Chiefs receive adequate supervisory and leadership training

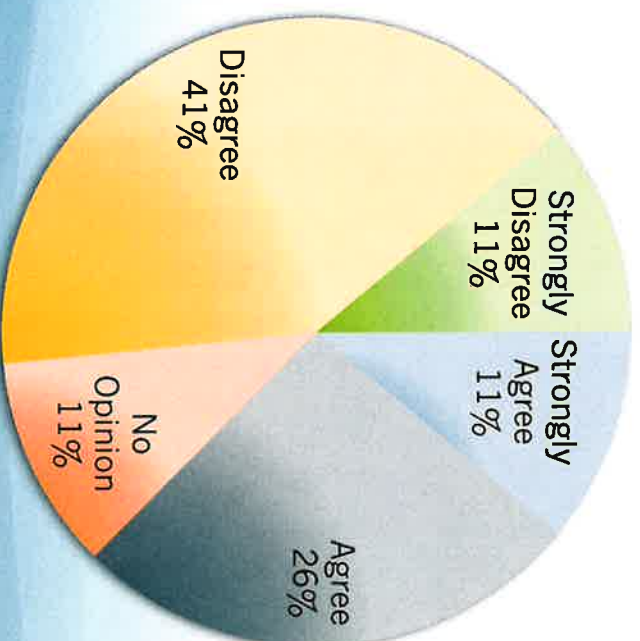
16% Agree or Strongly Agree



<u>Response</u>	<u>Count</u>
Strongly Agree	8
Agree	18
No Opinion	106
Disagree	20
Strongly Disagree	11

The Department focuses on Training Personnel above minimum standards

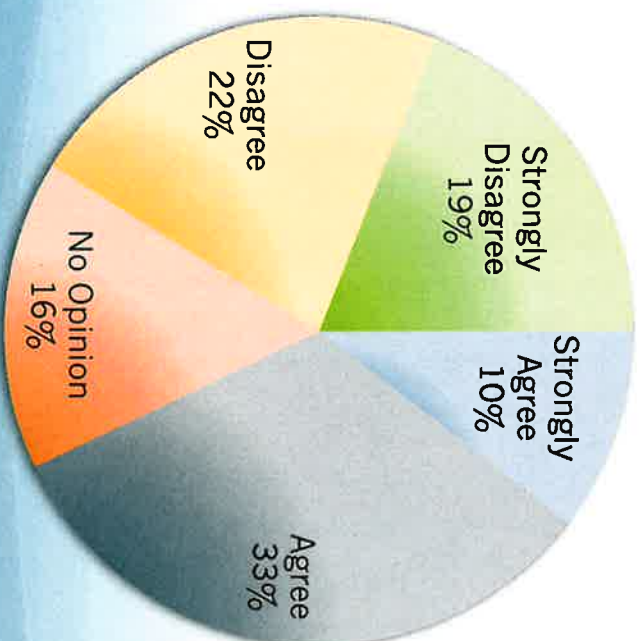
37% Agree or Strongly Agree



<u>Response</u>	<u>Count</u>
Strongly Agree	18
Agree	43
No Opinion	18
Disagree	66
Strongly Disagree	18

I receive the same opportunity for transfers/assignments as my peers.

43% Agree or Strongly Agree

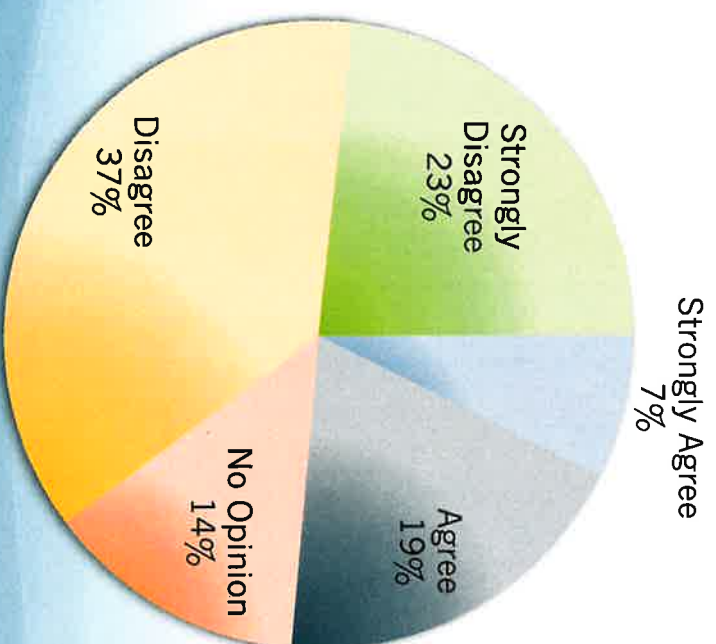


<u>Response</u>	<u>Count</u>
Strongly Agree	17
Agree	53
No Opinion	26
Disagree	36
Strongly Disagree	31

The Administration holds employees at all levels accountable for their actions.

26% Agree or Strongly Agree

Agree



Response Count

Strongly Agree 12

Agree 31

No Opinion 22

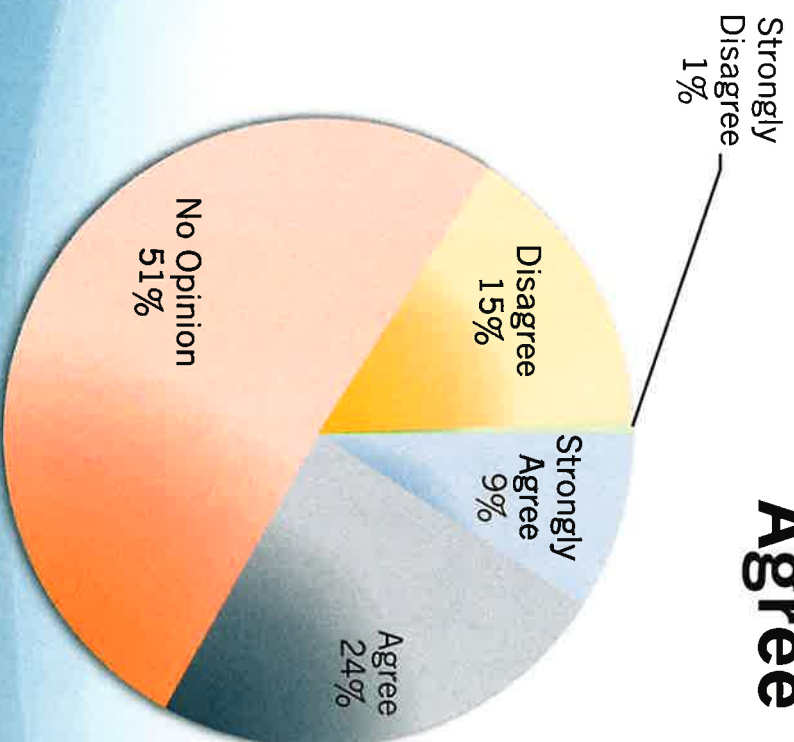
Disagree 60

Strongly Disagree 38

Chief Toler holds Sergeants responsible for their actions

38% Agree or Strongly

Agree



Response Count

Strongly Agree 15

Agree 39

No Opinion 83

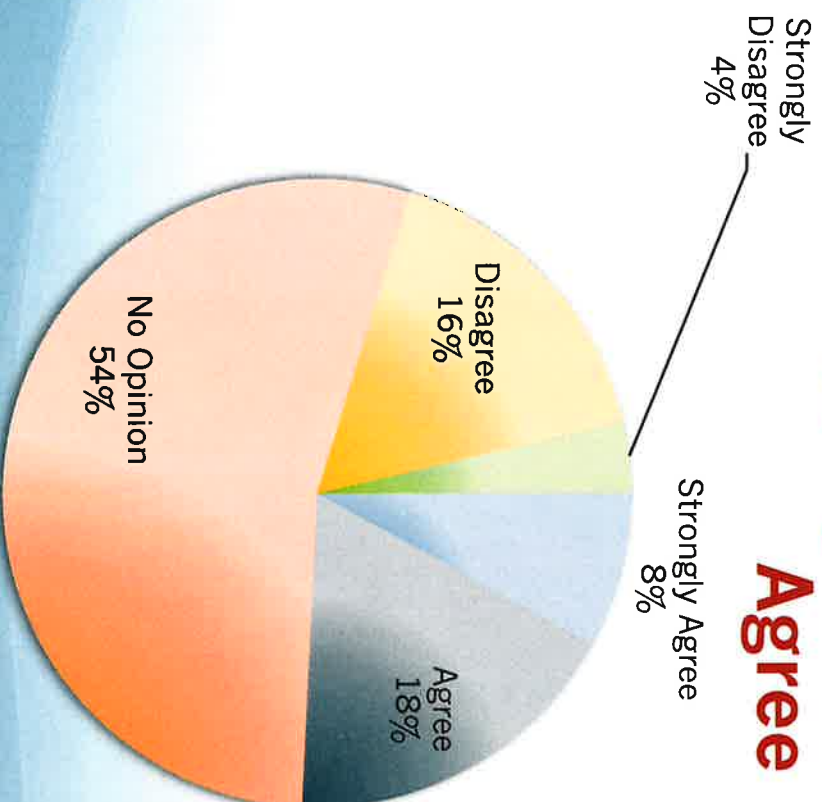
Disagree 25

Strongly Disagree 1

Chief Toler holds Lieutenants responsible for their actions

26% Agree or Strongly

Agree



Response

Count

Strongly Agree

13

Agree

29

No Opinion

88

Disagree

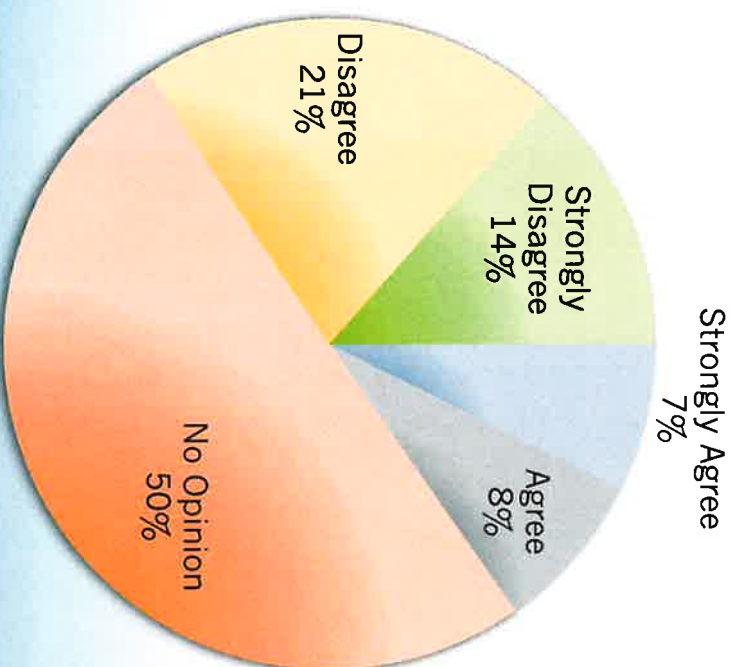
27

Strongly Disagree

6

Chief Toler holds Assistant Chiefs responsible for their actions

15% Agree or Strongly Agree



<u>Response</u>	<u>Count</u>
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Strongly Agree	12
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Agree	13
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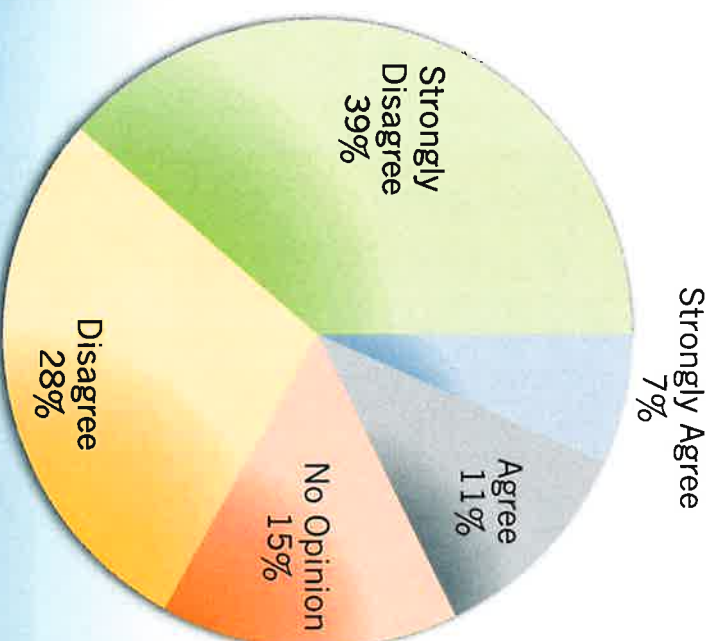
No Opinion	82
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Disagree	34
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Strongly Disagree	22
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Discipline is handled consistently for all department employees

18% Agree or Strongly Agree



Response **Count**

Strongly Agree 11

Agree 18

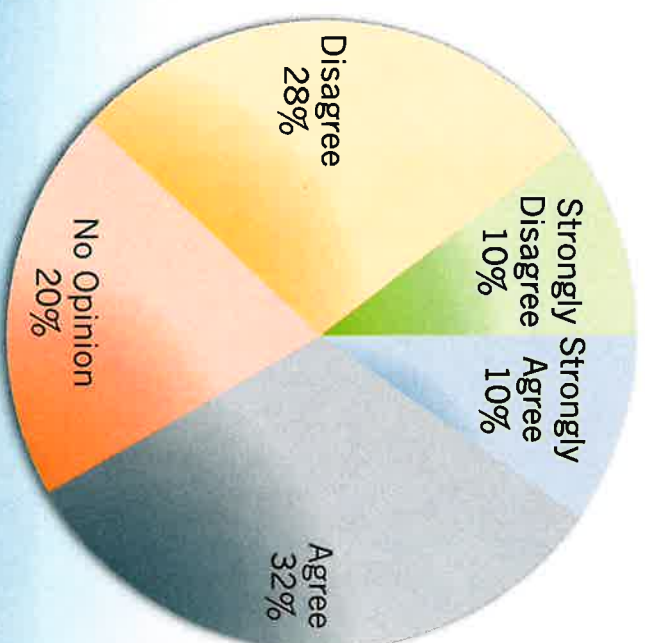
No Opinion 25

Disagree 46

Strongly Disagree 63

TPD is “in tune” with common law enforcement practices

42% Agree or Strongly Agree



<u>Response</u>	<u>Count</u>
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Strongly Agree	16
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Agree	52
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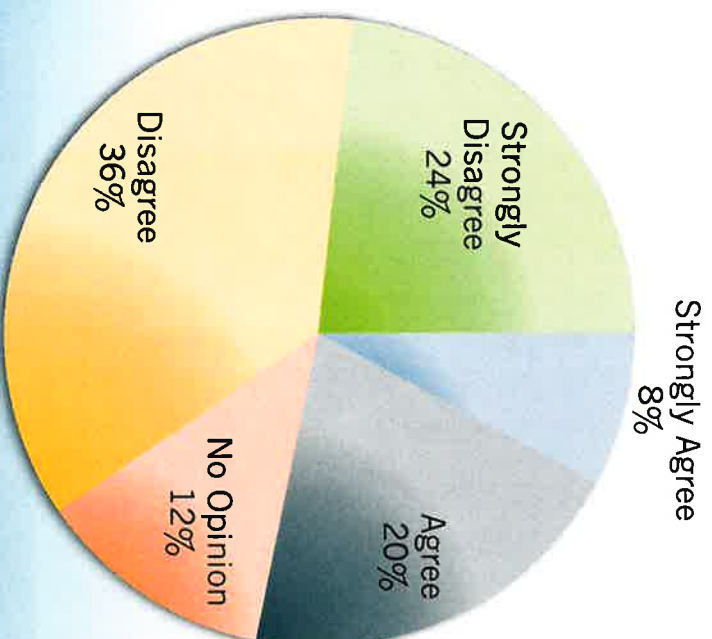
No Opinion	33
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Disagree	45
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Strongly Disagree	17
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TPD has clearly defined direction and goals

28% Agree or Strongly Agree



Response

Count

Strongly Agree 13

Agree 33

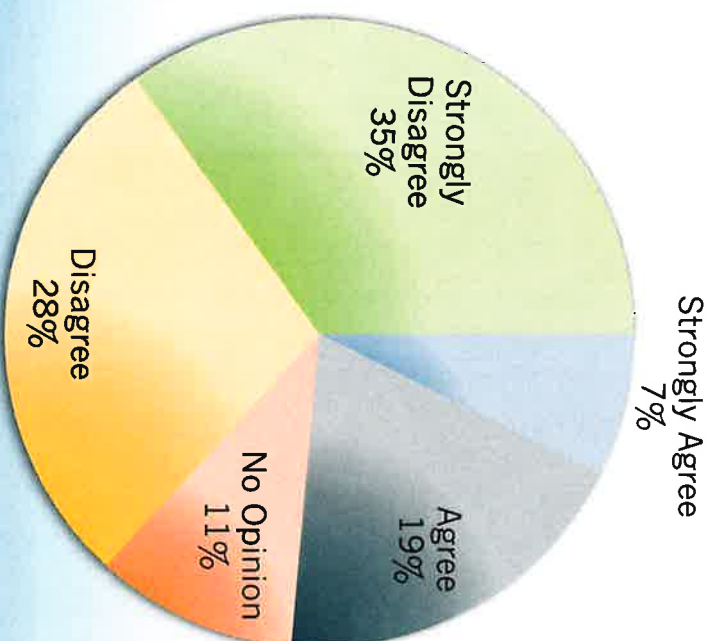
No Opinion 20

Disagree 59

Strongly Disagree 38

My morale has improved over the past year

26% Agree or Strongly Agree



<u>Response</u>	<u>Count</u>
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Strongly Agree	12
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Agree	31
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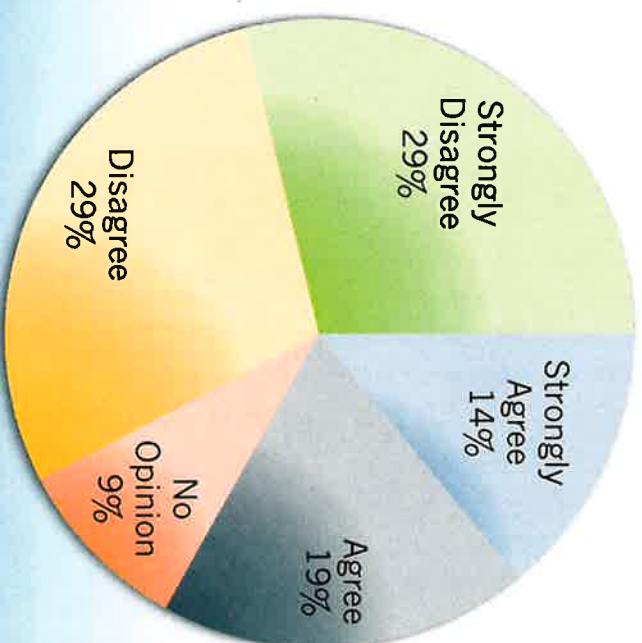
No Opinion	17
------------	----

Disagree	46
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Strongly Disagree	57
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My morale is High.

33% Agree or Strongly Agree



<u>Response</u>	<u>Count</u>
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Strongly Agree	23
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Agree	31
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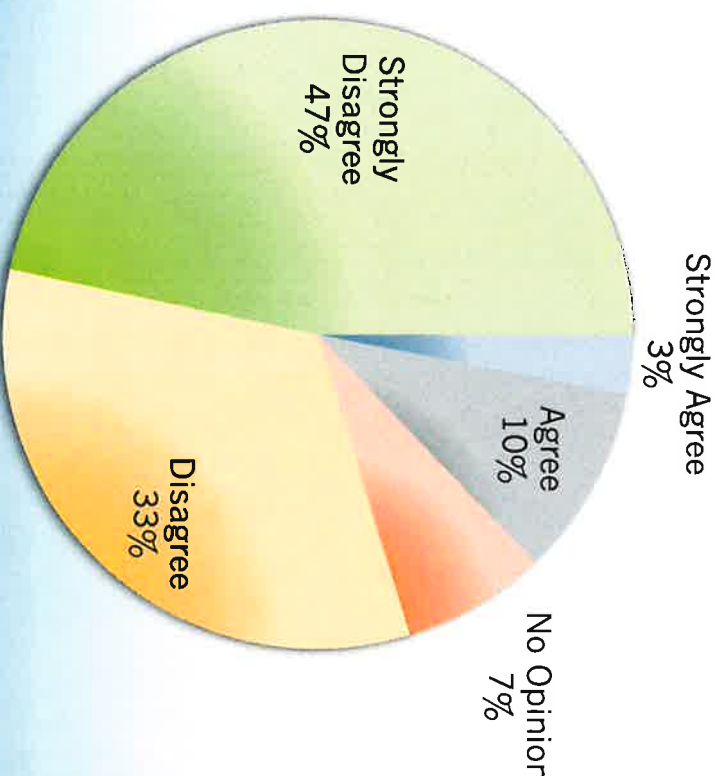
No Opinion	15
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Disagree	47
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Strongly Disagree	47
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Morale at the Tyler Police Department is High.

13% Agree or Strongly Agree



Response

Count

Strongly Agree

5

Agree

16

No Opinion

12

Disagree

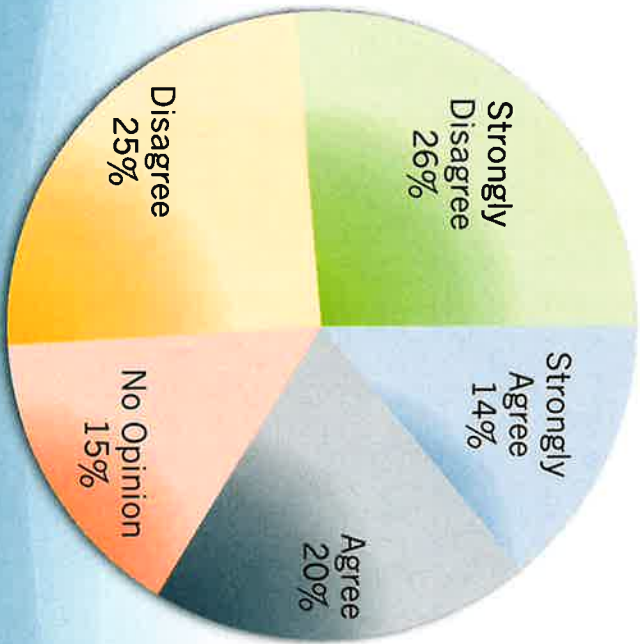
54

Strongly Disagree

76

If TPD continues “as is,” I would be happy to finish my career at the Tyler Police Department.

34% Agree or Strongly Agree



<u>Response</u>	<u>Count</u>
Strongly Agree	23
Agree	32
No Opinion	25
Disagree	40
Strongly Disagree	43

End of Survey

